

2023

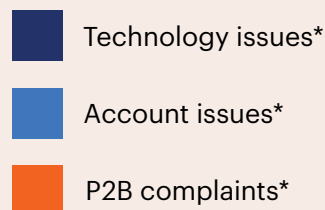
# European Union Platform-to-Business Report

Etsy

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0.98%  
complaints reversed

From January to December 2023, Etsy received 11,516 complaints through its European Union Platform-to-Business (“P2B”) support channel. Based on the member reports, 7,285 were identified by the member as technology issues, 2,491 as account issues, and 1,740 as P2B complaints. Around 0.98% of the complaints resulted in the reversal of an account action decision, and we processed the complaints within 3.8 days on average.



\*Percentages are rounded to the nearest tenth

