

2021

European Union Platform-to-Business Report

Etsy

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1.43%
complaints reversed

From January to December 2021, Etsy received 17,751 complaints through its European Union Platform-to-Business (“P2B”) support channel. Based on the member reports, 9,611 were identified by the member as technology issues, 4,904 as account issues, and 3,036 as P2B complaints. Around 1.43% of the complaints resulted in the reversal of an account action decision, and we processed the complaints within 7 days on average.

