

Annual Report on the Activities of the Ombuds Office of the Code of Conduct for Paid Crowdfunding for the Year 2022

According to Section 8 of the Rules for the Ombuds Office of the Code of Conduct for Paid Crowdfunding, the Ombuds Office hereby submits its aggregated annual report for the calendar year 2022.

The ombudsman office works voluntarily. It is/was staffed in 2022 by:

- Dr. Silke Kohlschitter (Vice President of the Frankfurt am Main Labor Court)
- Roland Szabados (German Crowdsourcing Association)
- Dr. Arne-Christian Sigge (content.de); representative in the event of a complaint against content.de: Ines Maione (Clickworker GmbH)
- Mariya Vyalykh (IG Metall Headquarters, Crowdsourcing Project)
- Olaf Hoffmann (Crowdworker)

During the reporting period, the Ombuds Office held 7 conference calls to discuss the submitted proceedings.

12 procedures from 2021 that were still open were settled.

In the calendar year 2022, 37 cases were brought to the Ombuds Office. The Ombuds Office received complaints from 17 countries, most of them in English. In all cases, the complaints were brought forward by crowdworkers.

4 disputes were settled amicably through the mediation of the Ombuds Office. In 3 cases, these were technical difficulties/problems, which were then resolved by the parties involved. In 8 cases, the complaining party did not pursue the proceedings further. In 11 cases, the Ombuds Office sent out notes with advisable actions to the parties involved. In one case, the Ombuds Office was not responsible, as the platform against which the complaint was directed cooperated with one of the platforms that signed the Code of Conduct, but did not belong to its circle. In 6 cases, the Ombuds Office was contacted before a direct attempt of resolution with the platform had taken place, or so soon after the initial contact that the response from the platform had not yet been received. In 3 cases, decisions were issued that deemed the complaint unfounded.

At the end of the year, 2 proceedings were still open. Both of them have now been closed.

Frankfurt am Main, May 2023