

Annual Report on the Activities of the Ombuds Office of the Code of Conduct for Paid Crowdfunding for the Year 2024

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 2024.

The Ombuds Office works voluntarily. It is/was staffed in 2024 by:

- Prof. Dr. Jürgen Treber (Presiding Judge at the Federal Labor Court)
- Roland Szabados (German Crowdsourcing Association)
- Mariya Vyalykh (IG Metall Headquarters, Crowdsourcing Project)
- Dr. Arne-Christian Sigge (content.de); representative in the event of a complaint against content.de: Ines Maione (Clickworker GmbH)
- Olaf Hoffmann (Crowdworker)

During the reporting period, the Ombuds Office held 7 video conferences to discuss the submitted cases.

In the calendar year 2024, 117 cases were submitted to the Ombuds Office. The complaints originated from 17 countries and were predominantly in English. In all cases, the complaints were submitted by crowdworkers. Report on the complaints submitted:

- The Ombuds Office provided the crowdworkers and/or platforms involved with information notes in 47 cases. In 24 cases, the crowdworkers did not pursue the submitted complaint any further after receiving a statement from the respective platform.
- 69 submitted complaints were resolved directly with the platform before the Ombuds Office discussed the case in a conference call and reached a decision.
- At the end of the 2024 calendar year, one case was still open. It has since been concluded.
- The majority of the proceedings concerned the blocking of user accounts based on a reasonable suspicion on the part of the respective platform that the crowdworker had several user accounts ("multi-account"). Additionally, in a few cases, user accounts were suspended due to suspected involvement in so-called organized group accounts.

In 2024, the number of complaints slightly declined compared to the previous peak recorded in 2023 (135 cases).

Frankfurt am Main, October 2025