

Frankfurt am Main, Germany, January 2019

## **Report of the activities of the Ombuds Office of the Code of Conduct for Paid Crowdsourcing, 2017-2018**

In compliance with § 8 of the rules of the Ombuds Office of the Code of Conduct for Paid Crowdsourcing, the Ombuds Office hereby presents the aggregate yearly report of its activities for the short year 2017 and the calendar year 2018.

The Ombuds Office opened in November 2017 and operates on a voluntary basis.

The Ombuds Office panel consists/consisted of:

- Dr. Silke Kohlschitter, Judge, Frankfurt Labor Court
- Thomas Andersen, Deutscher Crowdsourcing Verband (German Crowdsourcing Association)
- Susanne Reichert, Testbirds (until June 30, 2018)  
Dr. Arne-Christian Sigge, content.de (as of January 1, 2018)
- Robert Fuss (IG Metall Headquarters Organization, Crowdsourcing Project)
- Olaf Hoffmann (Crowdworker)

During the 2017-2018 reporting period, the Ombuds Office panel conducted 8 telephone conferences to discuss the cases before them.

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In the short year 2017 (November-December), 7 cases were submitted to the Ombuds Office.

In 5 of these cases, the mediation of the Ombuds Office panel produced consensual solutions.

In the remaining 2 cases, the process was not pursued further by the complainant.

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In 2018, 23 cases were submitted to the Ombuds Office.

In 15 of the 23 cases, the mediation of the Ombuds Office panel produced consensual solutions.

In 3 of the 23 cases, the Ombuds Office panel issued a decision.

1 of the 23 cases was a general complaint or statement of feedback. The complaint was forwarded to the platform, but did not relate to a concrete dispute for which the Ombuds Office would be responsible.

In 1 of the 23 cases, the Ombuds Office was not responsible, because the complaint was directed against a platform that had not signed the Code of Conduct.

3 of the 23 cases are still in mediation.

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The Ombuds Office mediates disputes that may arise between potentially opposed interests in the course of work on crowdsourcing/crowdworking platforms. The Ombuds Office seeks to find consensual solutions that are accepted by all parties.

The Ombuds Office mediates individual cases in which the disputed sums are often relatively small, as well as complaints of a “fundamental” nature, for example regarding a platform’s work processes or technical problems. In these cases, the Ombuds Office seeks to develop solutions in the common interests of both workers and platforms. In several cases, for example, the Ombuds Office recommended that a platform establish a worker advisory board to which workers could make suggestions regarding the platform’s work processes and functionality.