

Greece

Consumers	2009-2008	2010-2009	2011-2010	2012-2011	2014-2012	2016-2014	2016	Country - EU-28
Knowledge and Trust								
Knowledge of consumer rights*				-7.2	2.0	1.9	26.9	-22.3
Trust in organisations	-1.4	2.6	-0.1	-3.3	2.4	0.9	46.4	-25.8
<i>Trust in public authorities</i>	-5.0	6.4	-2.7	-6.2	6.9	-1.2	45.6	-23.6
<i>Trust in retailers and service providers</i>	1.8	3.0	-0.5	-5.7	13.7	10.7	59.1	-16.6
<i>Trust in NGOs</i>	-0.9	-1.7	3.0	2.1	-13.4	-6.9	34.5	-37.2
Trust in redress mechanisms	-10.4	6.3	1.5	-1.9	2.3	-4.5	37.7	-9.0
<i>Trust in ADR</i>	-1.5	6.1	-0.5	-6.4	3.5	-0.1	44.0	-8.0
<i>Trust in courts</i>	-19.3	6.6	3.4	2.6	1.1	-9.0	31.4	-10.1
Trust in product safety	-7.9	9.1	-7.7	-3.9	10.8	0.2	53.7	-24.3
Trust in environmental claims						3.9	46.7	-19.1
Confidence in online shopping domestically						3.5	49.0	-23.4
Compliance and enforcement								
Exposure to unfair commercial practices						1.8	33.7	16.9
Other illicit practices						-7.3	12.7	4.4
Complaints and dispute resolution								
Problems and complaints (composite indicator)						6.1	90.8	1.9
<i>Non-negligible problems, but no complaint</i>						-2.6	47.3	27.1
<i>No problems encountered</i>			1.2	-11.7	12.6	9.2	89.1	9.2

Retailers	2009-2008	2010-2009	2011-2010	2012-2011	2014-2012	2016-2014	2016	Country - EU-28
Knowledge and Trust								
Knowledge of consumer rights*		-3.8	-11.5	5.0	6.2	-9.9	40.1	-13.5
Trust in product safety				-1.1	-1.4	5.0	65.8	-10.7
Trust in environmental claims						-2.2	58.7	-10.1
Confidence in online selling domestically						5.6	77.5	20.3
<i>National public funding to consumer organisations (in € per 1 000 inhabitants, 2015 data)</i>	No Data	No Data	-8	-12	0	0	0	
Compliance and enforcement								
Prevalence of unfair commercial practices						-6.3	40.5	10.3
Compliance with consumer legislation						1.0	62.9	-5.3
Enforcement of consumer and product safety legislation			2.6	-0.7	-0.7	-1.1	49.3	-12.7
Complaints and dispute resolution								
Participation in ADR mechanisms						-4.1	21.8	-10.0
<i>Length of judicial proceedings (days, 2015 data)</i>							365.0	



- Greece has the EU's lowest score on the knowledge and trust composite indicator.
- Greek consumers have the lowest knowledge of consumer rights in the EU.
- Consumers in Greece have the lowest trust in organisations, and particularly in NGOs, in the EU.
- Greek consumers have the second lowest level of trust in product safety in the EU.
- Retailers in Greece have the third lowest knowledge of consumers' rights in the EU.
- Retailers in Greece have the third lowest trust in environmental claims in the EU.
- Retailers in Greece have the highest confidence in online selling in the EU.
- Greece has the third highest proportion of consumers being exposed to unfair commercial practices from domestic retailers.
- Greek consumers are the most likely in the EU to not encounter any problems and to not complain in case they did encounter a non-negligible problem.

* Comparison with previous years based on comparable questions only.