

Ireland

Consumers	2009-2008	2010-2009	2011-2010	2012-2011	2014-2012	2016-2014	2016	Country EU-28
Knowledge and Trust								
Knowledge of consumer rights*				-3.5	-0.6	9.9	51.5	2.3
Trust in organisations	12.2	9.7	-7.3	2.8	-6.9	14.4	83.6	11.4
<i>Trust in public authorities</i>	11.1	11.5	-10.7	1.2	-0.3	15.5	82.4	13.2
<i>Trust in retailers and service providers</i>	15.3	9.4	-6.4	-1.1	2.9	5.4	84.6	8.9
<i>Trust in NGOs</i>	10.1	8.2	-4.9	8.1	-23.2	22.4	83.7	12.0
Trust in redress mechanisms	12.8	12.7	-4.8	-2.7	2.7	6.8	59.1	12.3
<i>Trust in ADR</i>	16.3	16.2	-6.1	-7.0	2.1	6.7	63.8	11.8
<i>Trust in courts</i>	9.3	9.2	-3.6	1.6	3.3	7.0	54.4	12.9
Trust in product safety	11.9	3.9	0.4	-2.7	-2.8	12.7	93.7	15.6
Trust in environmental claims						10.4	79.3	13.5
Confidence in online shopping domestically						11.3	84.6	12.2
Compliance and enforcement								
Exposure to unfair commercial practices						-12.3	3.7	-13.2
Other illicit practices						-13.8	3.4	-4.9
Complaints and dispute resolution								
Problems and complaints (composite indicator)						2.4	89.3	0.4
<i>Non-negligible problems, but no complaint</i>						11.1	32.2	12.1
<i>No problems encountered</i>			-6.1	-10.8	4.5	6.9	82.6	2.7

Retailers	2009-2008	2010-2009	2011-2010	2012-2011	2014-2012	2016-2014	2016	Country EU-28
Knowledge and Trust								
Knowledge of consumer rights*		-0.7	5.8	-5.1	0.9	-1.3	45.3	-8.2
Trust in product safety				2.0	-2.6	-1.4	82.3	5.9
Trust in environmental claims						-0.4	81.8	12.9
Confidence in online selling domestically						2.6	67.3	10.1
<i>National public funding to consumer organisations (in € per 1 000 inhabitants, 2015 data)</i>	No Data	No Data	-1	-3	No Data	No Data	No Data	
Compliance and enforcement								
Prevalence of unfair commercial practices						-0.9	27.2	-3.0
Compliance with consumer legislation						2.6	72.6	4.4
Enforcement of consumer and product safety legislation			-10.2	7.0	-2.9	2.3	75.8	13.8
Complaints and dispute resolution								
Participation in ADR mechanisms						7.3	38.5	6.8
<i>Length of judicial proceedings (days, 2015 data)</i>							No Data	



- Consumers in Ireland have the third highest trust in NGOs in the EU.
- The proportion of consumers in Ireland who have trust in product safety is the second highest in the EU.
- Consumers in Ireland have the second highest confidence in online shopping in the EU.
- Retailers in Ireland have the second highest trust in environmental claims in the EU.
- Consumers in Ireland are second least likely exposed to unfair commercial practices among the EU-28 consumers.
- Retailers in Ireland are the second most likely in the EU to believe consumer and product safety legislations are enforced.

* Comparison with previous years based on comparable questions only.