



## CONSUMER ADR

### Delivering Fairness and Justice for Consumers, Business and Markets

#### CONFERENCE

18 and 19 March 2019  
Wolfson College, Oxford

#### 18 March

0930 **Introduction** Prof Chris Hodges

0945 **New Developments in Consumer ADR**

Chair: Diana Wallis

(1) Changes in Process: a theme of expansion of mediation

(2) Expansions in coverage

10 minutes each, coffee at 1100

- Denmark Lars Arent
- Italy Dr Marcello Marinari and Ruggero Manenti
- Belgium Prof Stefaan Voet
- Greece Dr Theodoros Koutsoumpas
- Malta Dr Reno Borg
- Netherlands Carolien Pietjouw
- France Dr Alexandre Biard
- Spain Prof Fernando Esteban de la Rosa
- Ireland Ger Deering
- Germany Dr Naomi Creutzfeldt
- UK Prof Chris Hodges
- E & C Europe Prof Alan Uzelac

1245 Lunch

1345 (3) ODR Christoph Decker Ben Borsche/ECC-NET

1430 **Focussing on Sectors**

#### Break-out meetings

|                      | <u>Conveners</u>                         | <u>Rapporteurs</u>  |
|----------------------|--|---------------------|
| - Financial services | FIN-NET [EU]                             | Geoffrey Bezzina    |
| - Energy             | Pierre-Laurent Holleville                | Maribel Canto-Lopes |
| - Communications     | Luc Tuerlinckx                           | tbc                 |
| - Air/rail transport | Christof Berlin                          | Judith Turner       |
| - Residual           | Stefan Weiser, Simon Eder/Katharina Hörl | Dr Alexandre Biard  |
| - Governments        | Dr Larissa Thole                         | -                   |
| - ECCs               | Simon Eder                               | Emma van Gelder     |

#### Suggested Questions:

1. What are the challenges facing the development of ADR in your sector?
2. How well do the functions of information to consumers, dispute resolution, feedback of data to traders/regulators, and intervention to change behaviour operate in your sector? What is missing?
3. What possible solutions exist to any issues?
4. Other specific issues as desired

1600-1630 Tea  
1630 Report back from Rapporteurs of Sectors. Chair: tbc  
1900 Drinks and Dinner at Wolfson College Hall (for those who have registered)

## ***19 March***

0930 **Issues**  
**The Consumer's Journey, digitalisation, and using data to affect behaviour**  
Chair: Prof Pablo Cortes  
**Presentations**  
James Walker, Resolver & David Pilling, Ombudsman Services  
Dr Felix Steffek: 'Artificial Intelligence and Consumer ADR' project  
Comment: Prof Riikka Koulu

1030 **Fairness**  
Chair: Prof Cosmo Graham  
How do ADRs/Ombuds make fair decisions, and how can they best demonstrate that they are fair? Is it necessary or appropriate for Ombuds to engage with society to ensure that Ombuds' decisions on what is fair reflect the prevailing values and views of society? To what extent should or can that be done? What are the best means of doing this?  
- Caroline Wayman  
- General discussion

1100 Coffee

1120 **Trust: transparency, information, governance, digitalization, vulnerability**  
Panel: Dr Naomi Creutzfeldt (Chair), Lewis Shand Smith, Dr John Sorabji, Augusta Maciuleviciute (BEUC)

1200 **Current policy, academic and research issues**  
- Are Competent Authorities effective?  
- Should differences in ADR models be permitted?  
- Landscape issues  
- What issues need research?  
- The complete landscape of dispute resolution: how to integrate it?  
Chair: Prof Stefaan Voet  
Panel: Prof Xandra Kramer, Prof Pablo Cortes, Prof Esteban de la Rosa, Dr Alexandre Biard

1245 Lunch

1345 Continuation of morning issues

1430 **Where should CDR fit in the future dispute resolution landscape?**  
Courts and ADR: The ENCJ-ELI Report Diana Wallis  
A 21<sup>st</sup> century legal system: an integrated and holistic vision Prof Chris Hodges

1500 **Summing up the lessons**  
Prof Chris Hodges, Prof Stefaan Voet, Dr Naomi Creutzfeldt

1530 End