



## ADR AND JUSTICE CONFERENCE

18-20 April 2016

Wolfson College, Oxford

Sponsored by:



The Foundation for Law, Justice and Society  
Bridging the gap between academia and policymakers



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### 18 April

#### Theme 1: Implementation

2.00 – 2.30 pm

Registration and Coffee

2.30 – 3.00

Welcome by the organizers

Dr Naomi Creutzfeldt, Prof. Christopher Hodges, Dr Felix Steffek

*This session will review implementation by Member States of the EU consumer ADR Directive, and important changes in national CDR landscapes and systems. Eline Verhage of Leiden University will report on the main changes, including results of her survey of national changes. Particularly important issues will be highlighted, either generically or by reference to invited speakers from individual countries. There will be a general discussion.*

6.30

Pre-dinner drinks, Rhodes House

7.00

Dinner, Rhodes House

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### 19 April

#### Theme 2: Trust

9.00 am

Start

9.15 – 9.45

Dr Naomi Creutzfeldt's results of the ESRC project: *'Trusting the middle-man: Impact and legitimacy of Ombudsmen in Europe'*

9.45– 10.30

#### **GERMANY: What makes people trust an ombudsman?**

Professor Dr Günter Hirsch, Versicherungsombudsmann

Herr Jürgen Kipp, Schlichtungsstelle Energie

Herr Edgar Isermann & Dr Christof Berlin, SöP

10.30-10.45

Coffee

10.45-11.10

#### **FRANCE: What makes people trust an ombudsman?**

Frederique Coffre, Le Médiateur National de l'énergie

Henri Dolivier, Le Médiateur des Communications électroniques (tbc)

11.10-11.45      **UK: What makes people trust an ombudsman?**  
Dr Jane Martin, Local Government Ombudsman  
Robin Hulme, Parliamentary and Health Services Ombudsman  
Caroline Mitchell, Financial Ombudsman Services

11.45 – 12.30      **Discussion**  
Chair:  
Peter Tyndall, International Ombudsman Institute  
Donal Galligan, Ombudsman Association

12.30      Lunch

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### Theme 3: Justice

*This session will examine a series of related issues on current and future consumer ADR in Europe.*

2.00 - 2.40 pm      **What do people want from dispute resolution?**  
Chair: Diana Wallis, President of the European Law Institute  
Augusta Maciuleviciute, BEUC  
Dr Lorenz Ködderitzsch, Johnson & Johnson  
Ger Dering, Financial Services Ombudsman, Ireland  
Dr Sonia Macleod, CSLS Oxford: 'The empirical research on what patients want'

2.40 - 3.00      Panel discussion, with others from above list who have not spoken

3.00 – 3.45      **The concept of justice in the courts, tribunals and ADR schemes: immutable principles or changing conceptions of rationing justice and cost proportionality?**  
Chair:  
Prof Frederique Ferrand, Université Lyon III Jean Moulin (tbc)  
Dr John Sorabji, Legal Secretary to the Lord Chief Justice and Master of the Rolls of England & Wales  
Richard Thomas CBE, formerly Chairman of the Administrative Justice and Tribunals Council, and Information Commissioner.

3.45 – 4.00      15 minutes general discussion

4.00 – 4.30      Tea

4.30-4.50      **ADR and Justice Theory**  
Professor Carrie Menkel-Meadow, Georgetown University

4.50 – 5.15      **Regulating consumer ADR and ODR in the EU: what are the criteria?**  
Christoph Decker, EU Commission (tbc)

5.15-6.00      **Problems with justice in relation to arbitration, ADR, mediation, Consumer ADR, ombudsmen, business ADR and courts**  
Professor Dame Hazel Genn, UCL  
Professor Horst Eidenmüller, Oxford "Justice without Humans: The Future of ODR"

6.00 – 6.30      General Discussion

7.00      Pre-dinner drinks, tbc

7.30      Dinner, tbc

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## 20 April

9.00 – 9.20 am	<b>Empirical research in justice and dispute resolution: What justice is wanted?</b> Dr Naomi Creutzfeldt, University of Westminster
9.20 – 10.10	<b>ADR: solution or problem? To what extent are the problems of justice in ADR illusory, fundamental, avoidable, reducible, or acceptable?</b> Chair: Peter Tyndall, 2 <sup>nd</sup> Vice President, International Ombudsman Institute Caroline Wayman, Chief Executive and Chief Ombudsman, Financial Ombudsman Service, UK Lewis Shand Smith, Chief Executive and Chief Ombudsman, Ombudsman Services, and Chair of the Ombudsman Association (tbc) Professor Dr Günter Hirsch, Versicherungsombudsmann
10.10 – 10.30	Discussion
10.30 – 11.00	Coffee
11.00 – 11.30	<b>The way forward: policy principles on the role of law and interests in ADR</b> ( <i>synthesis of prepared principles and results of presentations and discussion</i> ) Professor Christopher Hodges and Dr Felix Steffek
11.30 – 12.00	Comments and Panel discussion Professor Neil Andrews, Cambridge (tbc) Professor Hans Micklitz, EUI Florence (tbc) Professor Gerhard Wagner, Humbolt Berlin (tbc)
12.00 – 12.40	Discussion
12.40 – 12.50	Conclusion by organizers