



Consumer ADR in Europe

*Christopher Hodges, Iris Benöhr
and Naomi Creutzfeldt-Banda*

Table of Contents

Introduction

*Christopher Hodges, Iris Benöhr,
Naomi Creutzfeldt-Banda*

Consumer ADR at EU Level

1. **Alternative Dispute Resolution for Consumers in the EU** *Iris Benöhr*

Consumer ADR in Selected Member States

2. **Belgium** *Stefaan Voet*
3. **France** *Christopher Hodges, Iris Benöhr,
Naomi Creutzfeldt-Banda*
4. **Germany** *Iris Benöhr, Christopher Hodges,
Naomi Creutzfeldt-Banda*
5. **Lithuania** *Christopher Hodges*
6. **The Netherlands** *Franziska Weber,
Christopher Hodges*
7. **Poland** *Magdalena Tulibacka*
8. **Slovenia** *Aleš Galic and Christopher Hodges*
9. **Spain** *Iris Benöhr, Franziska Weber*
10. **Sweden** *Franziska Weber, Christopher
Hodges, Naomi Creutzfeldt-Banda*
11. **The United Kingdom** *Naomi Creutzfeldt-
Banda, Christopher Hodges, Iris Benöhr*
12. **Best Practice in Customer Care in the UK**
Christopher Hodges
13. **Cross-border Consumer ADR**
*Christopher Hodges, Naomi Creutzfeldt-Banda,
Iris Benöhr*

Findings

14. **Empirical Findings** *Naomi Creutzfeldt-Banda*
15. **Findings and Conclusions**
*Christopher Hodges, Iris Benöhr,
Naomi Creutzfeldt-Banda*

This is the first systematic comparative study into how consumer ADR systems (usually ombudsmen and médiateurs) work, the differing national architectures within which they operate and how they can be improved. It describes ADR schemes in Belgium, France, Germany, Lithuania, the Netherlands, Poland, Slovenia, Spain, Sweden and the United Kingdom as well as emerging pan-EU dispute resolution schemes. Use of the techniques of mediation, conciliation and adjudication are noted. It also covers EU measures on consumer ADR, and 2011 proposals for legislation on ADR and ODR. Data on volumes, cost and duration of ADR schemes are compared, both between different systems and with courts. The authors' findings underpin EU and national developments, and outline options for future policy. Findings and proposals are included for the functions, scope, performance, essential requirements, architecture and operation of ADR systems. The relationships between ADR, courts and regulators are discussed, and need for reforms are noted. This is a ground-breaking work that will have a major impact on European legal systems.

The Authors

Christopher Hodges is Head of the CMS Research Programme on Civil Justice Systems at the Centre for Socio-Legal Studies, University of Oxford and Erasmus Professor of the Fundamentals of Private Law, Erasmus University.

Iris Benöhr is a Post-Doctoral Researcher at the Research Programme on Civil Justice Systems at the Centre for Socio-Legal Studies, University of Oxford.

Naomi Creutzfeldt-Banda is a Post-Doctoral Researcher at the Research Programme on Civil Justice Systems at the Centre for Socio-Legal Studies, University of Oxford.

BOOK DETAILS

SERIES

Civil Justice Systems

General Editor, Chris Hodges

May 2012 472pp Hbk 9781849463485
RSP: £50 / €65 / US\$100 / CDN\$100

DISCOUNT PRICE:

£40 / €52 / US\$80 / CDN\$80

Discount Order Form

Please record my order for **Consumer ADR in Europe**

QTY

SUB-TOTAL

_____ Hbk (9781849463485) @ **£40 / €52 / US\$80 / CDN\$80** _____

Postage & Packing: **UK** Please add £4 (1st Class) or £3 (2nd Class) for the first book and £1 for each additional book _____

Europe Please add £4 / €6 for the first book and £2 / €3 for each additional book _____

USA Please add US\$5.85 for the first book and US\$1.85 for each additional book _____

Canada Please add CDN\$8.50 for the first book and CDN\$2 for each additional book _____

Canadian residents add 5% HST (HST applies to total books + shipping) _____

Elsewhere Please add £8 for the first book and £4 for each additional book _____

TOTAL _____

Name & Address

Name _____

Address _____

Postcode _____ Country _____

E-mail _____ Tel _____

Payment Details for customers in the US - US \$

Please charge to my Mastercard/ Visa/ American Express (delete as appropriate)

Card Number: _____ Expiry Date: ____ / ____

I enclose my check for US\$ _____ made payable to 'ISBS'

Return form to:

ISBS (International Specialized Book Services), 920 NE 58th Avenue, Suite 300, Portland, OR 97213-3786, USA

Tel +1 503 287 3093 or toll-free: +1 800 944 6190; Fax +1 503 280 8832

E-mail orders@isbs.com; Website www.HartPublishingUSA.com

Payment Details for customers in Canada CDN\$

Please record my order and charge my credit card: Mastercard/ Visa (delete as appropriate)

Card No: _____ Expiry Date: ____ / ____

Return form to:

University of Toronto Press – Orders, 5201 Dufferin Street, Downsview, Toronto, ON M3H 5T8, Canada

Tel: 1-800-565-9523 or (416) 667 7791; Fax: 1-800-221-9985 or (416) 667 7832

E-mail: utpbooks@utpress.utoronto.ca; Website: www.utpress.utoronto.ca/distrib.htm

Payment Details for customers in the UK, Europe and Rest of World £ & €

Please charge to my credit card Mastercard/ Access/ Visa (delete as appropriate)

Card Number: _____ Expiry Date: ____ / ____

Switch Issue No (if applicable): ____ Security Code (last three digits on the back of your card): ____

I enclose my cheque for £ / € _____ made payable to 'Hart Publishing Ltd'

Return form to:

Hart Publishing Ltd, 16C Worcester Place, Oxford, OX1 2JW, UK Tel +44 (0)1865 517530; Fax +44 (0)1865 510710

E-mail mail@hartpub.co.uk; Website www.hartpub.co.uk

Hart Publishing Ltd. is registered in England No. 3307205



HART
PUBLISHING