Belmed

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Belgian Mediation

- launched in April 2011 by the Belgian Economy Minister
- digital portal (platform) on ADR
- information and solutions for consumers and enterprises
- consumer disputes
  disputes between a consumer and an enterprise
First part: information

- overview of all existing ADR mechanisms
- consumer guide on how to settle a dispute in an amicable way (e.g. examples of letters to send to a company to report a problem)
Second part: online mediation application

- one uniform digital office
- “Belmed – Online Mediation”
  (Dutch, French, German and English)
- two preliminary questions:
  (1) did you contact the company or consumer to report the problem?
  (2) did you start a court proceeding?
Second part: online mediation application

- application will be send to competent mediation authority
- Ministry serves as administrator / “serving-hatch”
- no knowledge of identity, contents of applications
  only statistical information
- entire mediation process goes online interactive
<table>
<thead>
<tr>
<th>Second part: online mediation application</th>
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<tbody>
<tr>
<td>- Ombudsman Service for Energy,</td>
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<td>- Mediation Service Banks – Credits – Investments,</td>
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<td>- Second-hand Vehicle Reconciliation Commission,</td>
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<td>- Travel Disputes Commission</td>
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<td>- European Consumer Centre</td>
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<td>- Furniture Disputes Commission</td>
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<td>- Real Estate Conciliation, Arbitration and Mediation Board</td>
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<td>- ...</td>
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Second part: online mediation application

- free of charge
mediation costs depend on the mediation authority

- expert in poverty and social exclusion (proper use of language, user-friendliness of the system)

- Public Computer spaces
http://economie.fgov.be/belmed.jsp
(Dutch, French, German, English)