Intergovernmental Group of Experts on Consumer Law and Policy

(IGE Consumer)

3rd SESSION
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Tuesday, 10 July 2018
Morning Session

Agenda Item 3d. Dispute resolution and Redress

Presentation by
UNCTAD

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INTERGOVERNMENTAL GROUP OF EXPERTS ON CONSUMER PROTECTION LAW AND POLICY
DISPUTE RESOLUTION AND REDRESS
CONSUMER DISPUTE RESOLUTION AND REDRESS

▪ Rationale: access to justice
▪ Legal nature: dispute resolution v. redress
▪ Avenues for delivery
  ▪ Courts
  ▪ Collective redress
  ▪ Public regulatory and enforcement action
  ▪ Ombudspersons
  ▪ Alternative dispute resolution (including online dispute resolution)
  ▪ Business customer care and complaints functions
▪ The international dimension
INTERNATIONAL FRAMEWORK FOR
CONSUMER DISPUTE RESOLUTION AND REDRESS

Guideline 37: fair, effective, transparent and impartial mechanisms for consumer complaints through administrative, judicial and alternative dispute resolution.

Guideline 38: Member States should, encourage businesses to resolve consumer disputes in an expeditious, fair, transparent, inexpensive, accessible and informal manner.

Guideline 39: Information to be made available, access to be enhanced, particularly across borders.

Guideline 40: collective resolution procedures to be expeditious, transparent, fair, inexpensive, accessible.

Guideline 41: Dispute avoidance.
POLICY OPTIONS

- Accessibility
- Awareness
- Expertise, independence and impartiality of neutral third parties
- Transparency
- Effectiveness, expeditiousness and enforceability
- Fairness
POLICY OPTIONS (CONTINUED)

- Voluntariness
- Legality
- Coverage
- Special consideration for the needs of vulnerable and disadvantaged consumers
- Accountability
THANK YOU

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