

Draft Declaration on cross-border dispute resolution and redress for consumers¹

Recalling General Assembly Resolution 70/186 of 22 December 2015 on consumer protection, which adopted the revised United Nations guidelines for consumer protection,

Recognizing that consumers have an interest in the availability of effective dispute resolution and redress mechanisms, and in enjoying a level of protection for consumers using electronic commerce that is not less than that afforded in other forms of commerce,

Recognizing that effective policies aimed at providing dispute resolution and redress can improve consumer trust,

Reaffirming that Member States should cooperate in the implementation of consumer protection policies to achieve greater results within existing resources,

Recognizing that many Member States have taken important steps to develop and implement effective means of dispute resolution and redress, and to the extent possible within Member States' particular abilities and goals,

1. *Recommends* that member States implement policies, aligned with the United Nations guidelines for consumer protection and other international instruments such as those developed at the Organization for Economic Cooperation and Development, aimed at establishing effective mechanisms for consumer dispute resolution and redress, especially for cross-border cases;

2. *Encourages* member States to develop and implement mechanisms that address cross-border transactions and disputes, and to foster international cooperation on this matter;

3. *Recommends* member States to raise awareness among businesses on the need to implement effective dispute resolution systems, especially for cross-border cases;

4. *Encourages* consumer groups to contribute to delivering cross-border dispute resolution and redress mechanisms, and to work with governments and businesses in their implementation;

5. *Recommends* that member States regularly exchange information on national policies and measures regarding dispute resolution and redress, especially for cross-border cases;

6. *Also requests* that the secretariat of the United Nations Trade and Development prepare proposals on how it could assist with the objectives above, considering resources needed and other issues that must be taken into account and resolved;

7. *Requests* further that the secretariat of the United Nations Trade and Development provide a report to the Ninth United Nations Conference to Review All Aspects of the Set of Multilaterally Agreed Equitable Principles and Rules for the Control of Restrictive Business Practices.

¹ This Declaration is proposed by the Dominican Republic. It was circulated to UNCTAD member States' permanent missions on 26 March 2024. As of 27 June 2024, Argentina, Chile, Paraguay, Spain and Uruguay expressed formal support for the Declaration. This version was provided by the Dominican Republic on 27 June 2024.