
Intergovernmental Group of Experts on Consumer Law and Policy
(IGE Consumer)

3rd SESSION
09-10 July 2018
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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



THIRD SESSION OF THE INTERGOVERNMENTAL GROUP OF EXPERTS ON **CONSUMER PROTECTION LAW AND POLICY**



UNITED NATIONS
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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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