



Intergovernmental Group of Experts on Consumer Protection Law and Policy
3rd Session, 9 - 10 July 2018, Geneva, Switzerland

**Roundtable on:
Dispute resolution and redress**

**Tuesday, 10 July 2018 (10:00 - 12:00)
Palais des Nations, Room XVII (First Floor)**

In its resolution 70/186 of 22 December 2015 on Consumer Protection, the United Nations General Assembly revised the United Nations Guidelines for Consumer Protection, including section F on Dispute resolution and redress. The Intergovernmental group of experts (IGE) on consumer protection law and policy at its second session requested the UNCTAD secretariat to prepare reports and studies on this issue.¹

The note by the UNCTAD secretariat on Dispute resolution and redress² considers the matter in light of the United Nations Guidelines for Consumer Protection. It introduces the rationale for and the legal nature of consumer dispute resolution and redress, and presents the current avenues for delivering it, namely through courts, collective redress, public regulatory and enforcement action, ombudsmen, alternative dispute resolution, including online dispute resolution, and business customer care and complaint functions. The note also provides policy options for member States implementing the guidelines section on dispute resolution and redress and proposes some questions to be discussed at the third session of the IGE on consumer protection law and policy.

To facilitate this interactive discussion, the secretariat raises the following questions:

- a) How can judicial redress procedures be rendered more suitable for consumer disputes?
- b) What are the key characteristics for an effective out-of-court/alternative dispute resolution?
- c) What avenues are there for business participation in dispute resolution and redress?
- d) How could UNCTAD contribute to member States' consumer dispute resolution and redress?

¹ TD/B/C.I/CPLP/9

² TD/B/C.I/CPLP/11

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WORK PROGRAMME

10:00 - 10:10 **Presentation by UNCTAD secretariat**

10:10 - 11:00 **Panel discussion**

Panelists

- H.E. Mr. Torquato Lorena Jardim, Minister of Justice, Brazil
- Mr. Ye Yougang, Director of Consumer Protection Department, China
- Ms. Marie Paule Benassi, Head of Unit, Consumer Enforcement and Redress, Directorate General Justice and Consumers, European Commission
- Ms. Deon Woods Bell, International Counsellor, Consumer Protection, Federal Trade Commission, United States
- Ms. Marília de Ávila e Silva Sampaio, Judge, Brazil
- Ms. Hanne Melin, Director and Head of Europe, Middle East and Africa, Global Public Policy, eBay
- Dr. Ying Yu, Research Fellow in Law, Justice and Society, Wolfson College, University of Oxford

11:00 - 12:00 **Interactive debate**

Delegates wishing to speak during the session are invited to inform the UNCTAD secretariat accordingly by contacting Mr. Arnau Izaguerri (arnau.izaguerri@unctad.org).