



Intergovernmental Group of Experts on Consumer Protection Law and Policy
2nd Session, 3 and 4 July 2017, Geneva, Switzerland

Keynote speech:
"Consumer Protection: Delivering Redress,"
Professor Christopher Hodges, Oxford University

Monday 3 July 2017 (11:00 - 11:20)
Palais des Nations, Room XVII (First Floor)

Professor Christopher Hodges will deliver the Keynote speech for the Second session of the Intergovernmental Group of Experts on Consumer Protection Law and Policy.

Prof Hodges will speak on the most effective and efficient techniques for delivering consumer redress against traders, based on the University of Oxford's extensive empirical research. The research shows that techniques such as regulators having redress powers (regulatory redress) and ombudsmen (rather than just alternative/out-of-court dispute resolution) are highly effective, and much more so than individual or collective litigation techniques.

Prof. Hodges will place these developments in techniques into a wider framework of what the most effective balance is between private and public enforcement. One critical issue is to look at mechanisms and structures that deliver more than dispute resolution and redress, and can also deliver consumer advice and feedback information to consumers, traders and regulators so as to drive improvement in performance on compliance, and innovation in deliver.

Christopher Hodges is Professor of Justice Systems, and head of the Swiss Re/CMS Research Programme on Civil Justice Systems, Centre for Socio-Legal Studies, University of Oxford. He is a Supernumerary Fellow of Wolfson College Oxford.