



# Consumer ADR in Europe (Civil Justice Systems)

*Christopher Hodges, Iris Benohr, Naomi Creutzfeldt-Banda*

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This is the first systematic comparative study into how consumer alternative dispute resolution (ADR) systems work, the differing national architectures within which they operate, and how they can be improved. It describes ADR schemes in France, Germany, Lithuania, the Netherlands, Poland, Slovenia, Spain, Sweden, and the UK, as well as emerging pan-EU dispute resolution schemes. The use of techniques of mediation, conciliation, and adjudication are noted. The book also covers EU measures on consumer ADR, and the 2011 proposals for legislation on ADR and online dispute resolution. Data on volume, cost, and duration of ADR schemes are compared, both between different systems and with courts. The findings underpin EU and national developments, and outline options for future policy. Proposals are included for the functions, scope, performance, essential requirements, architecture, and operation of ADR systems. The relationships between ADR, courts, and regulators are discussed, and the need for reforms are noted. This is a ground-breaking work that will have a major impact on European legal systems. (Series: Civil Justice Systems)

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