

Guided Access To Redress

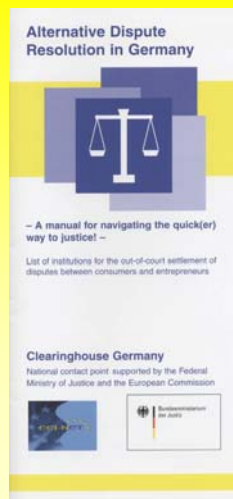
OECD workshop in Washington DC, 19-20 April 2005

*“Better Access Across Borders For Consumers
To Alternative Dispute Resolution (ADR) – Bodies
Through Centralised National Contact Points
For ADR-Referral”*

- Taking full advantage of the potential of existing ADR-bodies -

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Brochure:



Contact Points in Europe in 2004*



European Standards for ADR

- **Adversarial principle** (opportunity for response and comment),
- **Effectiveness** (in terms of costs and time),
- **Independence** (of the decision-making body),
- **Legality** (observance of applicable consumer law),
- **Liberty** (voluntary participation),
- **Representation** (right of each party to be represented by a third party),
- **Transparency** (of the procedure and outcome)

Functions in cross-border referral

- **1. Information-provider regarding ADR**
- **2. ADR-Referral scheme**
- **3. Guide to ensure freedom of choice between judicial and extra judicial means for dispute resolution**
- **4. Filter for unjustified claims to save resources**
- **5. Provider of multiple services**
- **6. Information-provider to support policy makers**

CONCLUSIONS

- **Investment more in ADR-referral**
to raise public awareness and
to ensure adequate human resources
to refer as many complaints as possible to ADR
- **Enlargement of the ADR-network**
to respond to the global consumer's marketplace



German Contact Point for
Alternative Dispute Resolution (ADR)

