

Commissions Recommendations 98/257/EC and 2001/310/EC on ADR

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Background (1)

Effective mechanisms of consumer redress

- Courts not always an answer
- ADR aims is to afford simple, low cost and effective means of resolving consumer disputes

Background (2)

A wide range of ADR in the EU

- Public or private
- National, regional or sectoral
- Individual or collegiate
- Decisions, recommendations,
binding only on professional or
binding on both parties

Objectives

- To built confidence in ADR
- To built awareness
- To maintain a flexible approach
- To promote consistent and reliable standards

Commission Recommendations 98/257/EC

- Applies to ADR schemes which either propose or impose a solution to resolve a dispute
- Established seven minimum guarantees: **Independence, transparency, adversarial, effectiveness, legality, liberty and representation**

Commission Recommendations 2001/310/EC

- Applies to ADR schemes which involves a consensual resolution of disputes
- Established four minimum guarantees:
Impartiality, transparency, effectiveness, fairness

ADR Database

- Notification by the Member States
- Information available on DG Sanco website
- All notified ADR bodies are associated to ECC-Net