



Dispute Resolution Services

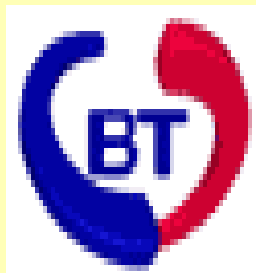


The Consumer Arbitration Schemes & Online Dispute Resolution

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20th February 2002





Agenda

- Who are the Institute?
- The Consumer Schemes – some facts
- Online Dispute Resolution
- Other Methods of Private Dispute Resolution
- Civil & Commercial Dispute Resolution



- The Institute is an independent, non-profit making body of qualified specialists, offering flexible and dynamic dispute resolution solutions



- We have a global network of qualified dispute resolvers in 86 countries, able to resolve consumer, civil and commercial disputes through private dispute resolution
- We set the benchmark for arbitration and ADR training and qualifications world-wide, providing a one-stop shop for quality



- We have established ourselves as the UK's market leader for the resolution of consumer disputes through arbitration



Why Have Consumer Schemes?



- 1:5 adults in the UK are functionally illiterate (i.e. ability below that of an 11 year old)
- Almost half of UK adult population have low or very low numeracy skills
- 7 million adults, when given the alphabetical index to the Yellow Pages, could not find a plumber!!!



Help is therefore needed.



We provide:

- Schemes designed to allow access to justice for all
- Schemes written in plain English
- Designed to be simple enough for anyone to follow without the need for legal representation
- Schemes that allow consumers to have their disputes resolved without the anxiety and expense of going to court
- Private and flexible schemes giving parties a choice as to how they want their dispute resolved



Organisations with Schemes

Include

- Association of British Travel Agents
- National House Building Council
- BT
- Consignia
- Mortgage Code Compliance Board
- Surveyors Arbitration Scheme
- Vodafone
- Denplan
- Various Leaseholder v Council
- Virgin Trains

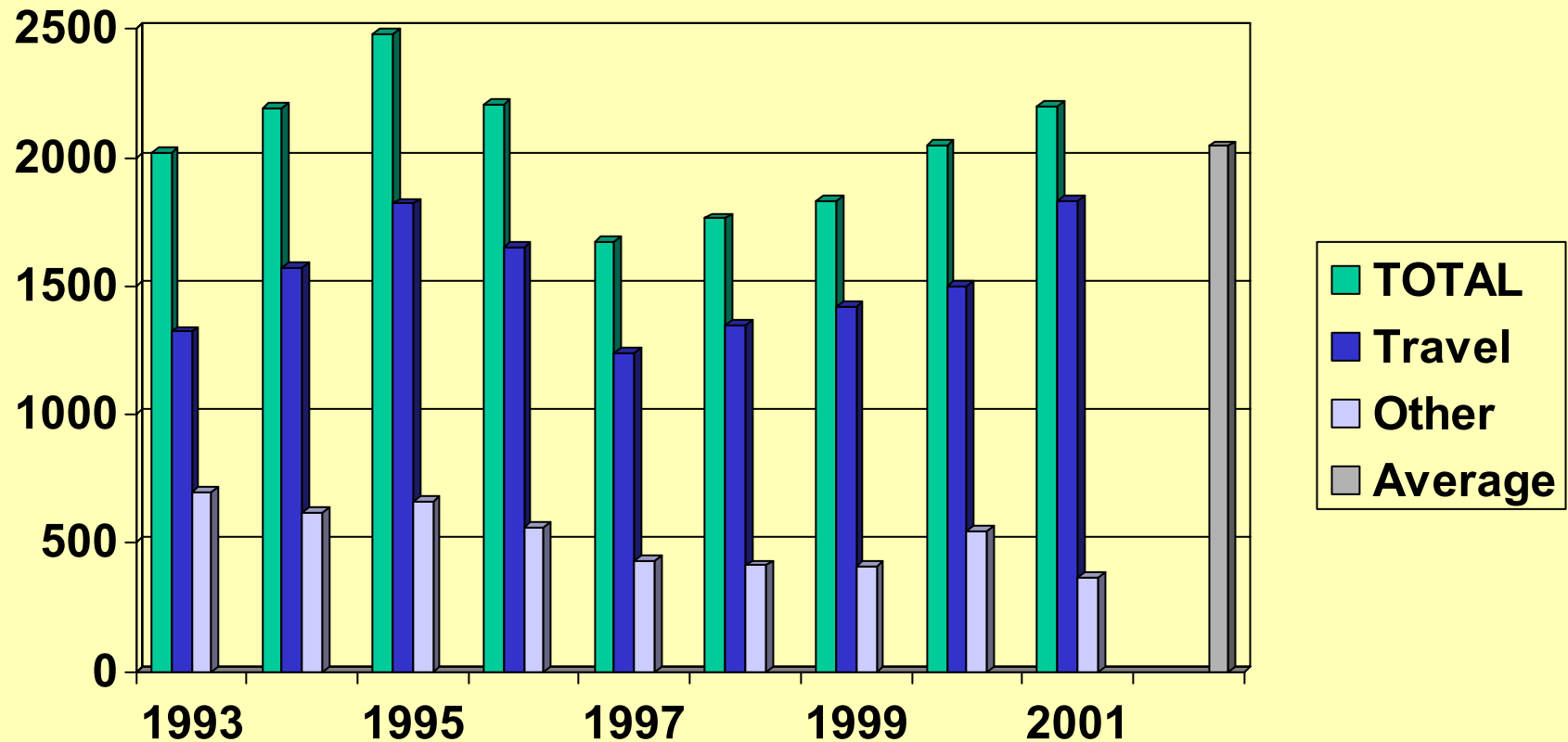


How Does the Trader Benefit?

- By using a bespoke scheme, companies can demonstrate their commitment to customer retention and show genuine care for customers
- The use of a scheme to resolve a dispute with a consumer can often maintain the ongoing relationships between the parties
- The use of a bespoke scheme enables the timely and cost-effective settlement of disputes and saves valuable management time



Number of Consumer Applications





Online Dispute Resolution (ODR)

ODR is a new mechanism for resolving disputes using the Internet and related technologies. We are playing a major role in the development of ODR in Europe



Why Use ODR?

- Allows accessible justice for all – regardless of where they live, therefore, ideal for cross-border disputes
- Encourages private, speedy and cost-effective solutions
- Increases parties alternatives
- Increases consumer's confidence in e-commerce with a trader registered with Web Trader or ABTA



In Addition ODR

- Reduces the trader's litigation costs and saves management time
- Is, through a scheme provided by the Institute, flexible, independent, and interested only in that justice has been served
- Is an effective PR tool for the trader (use of an independent charity to resolve disputes, again adding to consumer confidence)



The Main Benefits of ODR



- Ideal for cross-border disputes
- Aids avoidance of expense, delay, stress and divergence of time in bringing case to court
- Helps preserve a business relationship and market reputation
- Provides a wider range of settlement solutions than offered by litigation alone
- Contributes to the effective use of court time across the breadth of Europe
- Cost effective!



Examples of Current UK Online Arbitration Schemes

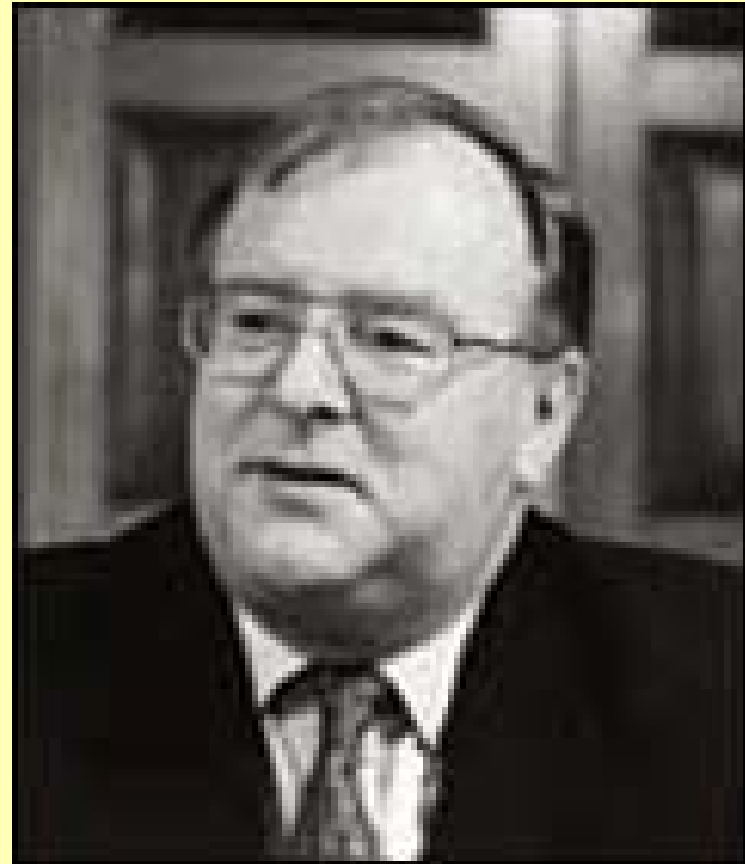


- Ford Motor Company
- Association of British Travel Agents (ABTA)
- Which? Web Trader (The UK Consumers Association)



Why Did Ford Choose Us?

“The Institute was able to offer us a tailor-made scheme very quickly. It also has an excellent international reputation in ADR, so our customers will be able to trust the service and any decision made by the arbitrator”



Ian McAllister, Chairman, Ford Britain



Remember



ODR is the dispute resolution mechanism of the future. However, it is in use today, and its use will grow as online transactions grow and disputes subsequently grow in number.





Summary of Reasons to Choose Us

- Independence
 - Flexibility
 - Confidentiality
 - Speed
 - Cost
 - Experience
 - Reputation
 - Customer Retention
- The institute is an **independent**, non-profit making membership body of qualified specialists offering **flexible** and **dynamic** dispute resolution solutions



Other Methods of Private Dispute Resolution

- Don't forget, arbitration is not the only method used in resolving consumer disputes
- We also use:
 - Mediation
 - Conciliation
 - MedArb
 - Early neutral evaluation



Civil & Commercial Dispute Resolution



- In addition to the consumer schemes, we also offer a wide range of commercial dispute resolution schemes and procedures, using the full range of private dispute resolution techniques
- These schemes are also designed to be a cost-effective alternative to litigation



For any further information on anything mentioned during my presentation, please don't hesitate to contact me.