

Friday 2nd March 2012

COLLOQUIUM ON NEW DEVELOPMENTS IN CONSUMER REDRESS

A consumer redress seminar for legal professionals & academics
CPD hours available

The Centre for European Law and Internationalisation (**CELI**) at the **University of Leicester, School of Law** is hosting a research colloquium on **New Developments in Consumer Redress**. The aim of this colloquium is to critically examine recent developments in the European Union on the area of consumer redress. The colloquium will discuss two recent legislative proposals issued by the European Commission: (i) a directive ensuring coverage, quality standards and information requirements on Alternative Dispute Resolution (**ADR**) and (ii) regulation on Online Dispute Resolution (**ODR**) establishing a web-site platform that will coordinate consumer complaints across the European Union. It is hoped that these initiatives will enhance consumer protection in the EU and complement other important initiatives such as the proposed optional European Sales Law. The discussion will not be limited to ADR in the EU and will address other important issues such as collective redress, the use of technology to settle consumer complaints and the consumer redress landscape in the UK.

The colloquium will be relevant to practitioners, researchers and ADR entrepreneurs, as well as to interest groups and trader and consumer representatives.

The event is free to attend and all are welcome, those wishing to attend should registered by emailing paul.wysocki@le.ac.uk before **29/02/12**. I do hope you will be able to participate in what promises to be an interesting and in-depth discussion.



Schedule

- 14:00 – 14:30 Registration and Coffee
- 14:30 – 14:45 **Developing the Duty Component in Consumer Citizenship Practice: Opportunities and Challenges in the New ADR Proposals**
Dr Jim Davies, University of Northampton
- 14:45 – 15:00 Discussion
- 15:00 – 15:15 **The Number and Nature of Disputes Using Consumer ADR**
Dr Julia Hörnle, Queen Mary, University of London
- 15:15 – 15:30 Discussion
- 15:30 – 15:45 **Article 6 of the Rome II Regulation and the Need for Effective Collective Consumer Redress**
Dr Lorna Gilles, University of Leicester
- 15:45 – 16:00 Discussion
- 16:00 – 16:30 Coffee break
- 16:30 – 16:45 **A New Paradigm in Consumer Redress: The Spanish Case Study**
Dr Fernando Esteban de la Rosa, Universidad de Granada
- 16:45 – 17:00 Discussion
- 17:00 – 17:15 **The Growth of Consumer Rights and ADR: An Oxymoronic Approach to Consumer Redress?**
Dr Pablo Cortés, University of Leicester
- 17:15 – 17:30 Discussion
- 17:30 – 17:45 **ODR 2.0 - A Driver to Resolution Rather than Merely a Medium for Communication**
Mr Graham Ross, CEO The Mediation Room
- 17:45 – 18:00 Discussion
- 18:00 **Reception** Harry Peach Library, School of Law.