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| Nota di contenuto | Book Cover; Title; Copyright; Contents; Table of cases; ODR providers; Acknowledgements; Foreword; Introduction; 1 Consumer protection and access to justice in the era of electronic commerce: A European perspective; 2 Online dispute resolution: An emerging option for consumer redress; 3 Consumer adjudicative processes supported by technology: Court processes and arbitration; 4 Online mediation for consumers: The way forward; 5 A legal framework to develop consumer ODR in the EU: A proposal; Conclusion Appendix: Proposal for a Regulation establishing an Accreditation |

Sommario/riassunto

Offers an account of ODR for consumers in the EU context, presenting a comprehensive investigation of the development of ODR for business to consumer disputes within the EU. This book examines the role of both the European legislator with the Mediation Directive and the English judiciary in encouraging the use of mediation.