

Problem with an online purchase?
Try Online Dispute Resolution



**Joint Dublin Chamber of Commerce - ODR Contact Point for Ireland seminar on Online Dispute Resolution
Friday October 21st, 9-11.30am, Dublin Chamber of Commerce**

Although creating a customer-focused culture is the essence of most businesses, disputes between consumers and traders are a fact of life. When agreement cannot be reached, consumers often have no option but to go to court, which can be expensive and time-consuming for both sides. These difficulties in putting things right when something goes wrong impact negatively on business competitiveness and consumer confidence alike.

Recent studies conducted at the request of the European Commission suggest that lowering the cost of resolving complaints and disputes could increase the likelihood of engaging in cross-border e-commerce by nine to 12 per cent. The benefits of out-of-court dispute resolution for small businesses are also immediately obvious, whether they supply consumer goods and services at national or cross-border level, online or offline.

To enhance consumer confidence and offer increased opportunities for business, the EU has introduced new legislation on [Alternative Dispute Resolution](#) (ADR) and [Online Dispute Resolution](#) (ODR).

ADR refers to out-of-court dispute resolution procedures such as conciliation, mediation, arbitration or an ombudsman.

The ADR Directive aims at providing full coverage of consumer ADR entities at EU level, so that consumers and businesses can avail of an ADR procedure to settle their domestic and cross-border disputes within the EU, irrespective of the market sector concerned.

The ODR Regulation facilitates access to ADR entities through an EU-wide online dispute resolution platform (ODR platform) where the dispute arises from an online consumer transaction.

The ODR platform links all the national ADR entities. This single entry point is designed to be a user-friendly and interactive website, available in all EU official languages and free of charge.

Traders are not obliged by the Directive to use ADR to settle their disputes with consumers but if they commit to use ADR entities, they have to inform consumers about the details of the ADR entity or entities by which they are covered. All traders are required to inform consumers about ADR when a dispute cannot be settled directly between the consumer and the trader.

The ODR Regulation obliges traders who sell online to provide an electronic link to the ODR platform on their websites.

Given the important changes introduced by the legislation, **Dublin Chamber of Commerce and the ODR Contact Point for Ireland are organising a morning seminar which will focus on the implications of the ADR/ODR legislation for businesses. The event will take place on Friday October 21st 2016 at Dublin Chamber of Commerce, 7 Clare Street, Dublin 2 from 9.00am to 11.30am.** Speakers will include representatives of relevant bodies. This may include the Competition and Consumer Protection Commission (CCPC), the competent authority with responsibility for promoting the use of ADR in Ireland and assessing ADR entities' quality requirements, as well as NetNeutrals EU, the first ADR entity notified by the CCPC as meeting the criteria. ODR staff will also provide an insight into the work of the ODR Contact Point for Ireland and the assistance offered to consumers and traders.

This event is free of charge but places are limited. To register please contact international@dublinchamber.ie.