

11:45-12:00: Mandatory mediation in mortgage loans. Ph.D. Isabel Viola , Professor of Civil Law, University of Barcelona.

12:00-12:15: Public administration as institutional mediator. Mr. Domènec Sibina , Professor of Administrative Law, University of Barcelona.

12:15-12:30: Rethinking the mediation procedure, Ph D Vicente Pérez, Professor of Procedural Law , University of Barcelona

2:30-12:45: The interactive conflict resolution platforms for consumer's conflicts Ph.D. Josep Suquet, consultant.

12:45- 13:00: The housing agency of Catalonia committed to ODR. Mr. Carles Sala, president of Catalan Housing Agency.

13:00-13:30: Closing: Mr. Carles Sala Catalan Housing Agency.

MANAGEMENT:

Ph.D. Immaculada Barral, Professor of civil law.

SPONSORS:

- DAS-INTERNATIONAL
- Catalan Housing Agency
- Ombudsman

ORGANISERS:

- Research Group Online Dispute Resolutions and consumers(DER 2012 - 39492-C02-02 02 y DER 2015-63940-P) (IP: Immaculada Barral).
- School of Postgraduates. UB Faculty of law.

PLACE OF CELEBRATION/ADDRESS:

Faculty of law. University of Barcelona.
Degree Hall Av. Diagonal, 684
08034 Barcelona

INFORMATION AND DESCRIPTION:

Those interested should register by sending a message to the following email : escolapostgrau.dret@ub.edu .

Certificate of attendance will be awarded.

For students of the UB , the conference is an activity with 1 ECTS credit recognition.

COMMUNICATIONS:

Those interested should send an email to escolapostgrau.dret@ub.edu with the proposed title, name and surname and a summary of 300 words before 13 May. The Scientific Committee will communicate the admission of communications on 20 May.



UNIVERSITAT DE
BARCELONA

FACULTAT DE DRET
Escola de Postgrau

CONSUMERS, DISPUTE RESOLUTION AND ONLINE DISPUTE RESOLUTION (ODR)

13-14 June, 2016

Degree Hall. Faculty of law.

Organizers: Research Group on Online Dispute Resolution and Consumers (DER 2012 -39492-C02-02 02 y DER 2015-63940-P) (IP: Immaculada Barral).

School of Postgraduates.

Scientific Committee: Dr. Pompeu Casanovas , Dr. Isabel Viola, Dr. Vicente Perez and Dr. Karim Benyekhlef .

Sponsors: DAS-INTERNATIONAL, Catalan Housing Agency, Ombudsman.

Recognition: 1 credit ECTS

PROGRAMME

13 JUNE

9:00-9:30 H. Welcome and introduction: Ph.D. Xavier Pons, Dean, Director of Catalan Consumer Agency and Ph.D. Immaculada Barral, director of the conference.

BLOQUE 1 : SEEKING WAYS TO RESOLVE DISPUTES WITH CONSUMERS.

Moderator: Francesc Vendrell, Ombudsman.

9:30– 10:00 H: The effective resolution for consumer disputes with consumers: the European approach. Ph.D. Pablo Cortés, University of Leicester

10:00- 10:30 H: Implementation of the ADR Directive. Ms. Alicia Agüero, University of Castilla-La Mancha

10:30-11:00H: The proposed e-commerce directive: the strategy for digital single market. Ph.D. Annette Nordhausen-Scholes, University of Manchester (conference in English, with simultaneous translation into Spanish)

11:00H- 11:30H: Discussion

11:30-12:00H: Coffee Break

BLOQUE 2 : BUILDING TRUST ONLINE: THE EMERGENCE OF ODR

Moderator: Mr. Josep Redorta, mediator and lawyer.

12:00- 12:30H: Technology and dispute resolution. Ms. Riikka Koulu, University of Helsinki (conference in English, with simultaneous translation into Spanish)

12:30-13:00H: ODR and new procedural law. Ph.D. Fabien Gelin, McGill University, Montréal (conference in English, with simultaneous translation into Spanish)

13:00- 13:30H: The EU's ODR platform for consumers disputes. Ph.D. Immaculada Barral, University of Barcelona

13:30-13:45H: ODR for Insurance Cases. Jordi Rivera, CEO, DAS-International

13:45-14:00H : Discussion

BLOQUE 3 :ODR BETWEEN GLOBAL REGULATION AND ELECTRONIC MEDIATION

Moderador : Mr. Carles Garcia Roqueta, lawyer and mediator.

15:30-16:00H: UNCITRAL's Working Group III results: The objectives of a global solution? Ph.D. Aura Esther Vilalta, UOC

16:00-16:30H : Data Protection and ODR. Ph.D. Isabel Viola, University of Barcelona.

16:30-16:45H : : Automated processes : chargebacks. Ms. Abigail Quesada, University of Granada

16:45-17:15H: Discussion

17:15-17:45H: Break

17:45-18:15H: The simplified procedure for mediation by electronics means. Ph.D. Eduardo Vázquez de Castro, University of Cantabria.

18:15-18:45H : The future of ODR, K. Bénayekhef, University of Montréal (videoconference)

18:45-19:00H : The use of ODR in family disputes, Ph.D. Elena Lauroba, University of Barcelona

19:00-19:30 H : Discussion

14 JUNE

9:30-10:30 H Reading Communications

10:30-11:00H Break

11:00- 13:00H: Roundtable: Institutional mandatory mediation in mortgage loans: implementing ODR

Kick-off project : **Consumers , mortgage loans, mandatory mediation and online dispute resolution.**

Moderator: Francisca Pérez Madrid, Adjunta al vicedecanato de investigación Facultad de Derecho.

11:00-11:15: Project presentation , Ph.D. Immaculada Barral , IP , Professor of Civil Law , University of Barcelona.

11:15-11:30: Conflicts of mortgage loans. Mr. Isidor Garcia, Professor of Civil Law, Lawyer

11:30–11:45: Protecting consumers from mortgage loans. Mr. Carles García Roqueta , Lawyer, member of the Consumers' Association of the Province of Barcelona (ACPB) .