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## Online Consumer Mediation in Catalonia



A doctoral thesis at the UAB aims at considering whether mediation is an efficient mechanism of redress in the consumer domain, as well as to determine whether the B2C domain supports the introduction of ITCs and particularly, online mediation procedures. Moreover, the research aims at determining what regulatory principles can be applicable to the online consumer mediation process in Catalonia. Therefore, different legislative instruments at the European, Spanish and Catalan Law levels are analysed.

This thesis presents online consumer mediation in Catalonia from both a legal and technological perspective.

On the one hand, it takes into account the technologies that may support online mediation and explores the ODR mechanisms that are currently being employed. Moreover, it presents some challenges that face the regulation of both ODR and online mediation.

On the other hand, it shows both an empirical and legal study of consumer mediation and it uncovers what entities currently do provide consumer mediation services. It also situates the parties and the process.

Furthermore, the thesis analyses the regulatory principles of online consumer mediation in Catalonia. From the succinct regulation of the Consumer Code in Catalonia, it analyses other principles that may be enshrined in the near future by European instruments of ADR/ODR, and it takes into account principles of electronic communications. The thesis also considers that ICT may contribute to overcoming the lack of consumer awareness of ADR/ODR mechanisms and bodies.

Further to a legislative approach of consumer empowerment and ADR/ODR, it proposes a contextual framework and a basic and simple mobile application that may empower consumers and bring them closer to justice by offering information about consumer mediation entities and consumer legislation in Catalonia.

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## References

"Online Consumer Mediation in Catalonia: Regulatory Principles and Technology", Josep Suquet Capdevila's doctoral thesis read at the Departament of Political Science and Public Law.

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