



29 November 2011

### **ALTERNATIVE DISPUTE RESOLUTION: A WIN-WIN SOLUTION FOR CONSUMERS AND BUSINESSES**

BUSINESSEUROPE welcomes today's adoption by the European Commission of two proposals on alternative dispute resolution mechanisms (ADRs) and on the creation of an EU-wide platform for online disputes. These proposals are part of the twelve levers to boost the internal market.

These initiatives should help granting consumers and businesses better access to out-of-court settlement procedures which represent simple, fast and affordable ways to solve disputes both in online and offline transactions.

Multiple best practices identified in different sectors across Member States have already proved the added value of these instruments for both consumers and businesses.

The greatest assets of alternative dispute resolution mechanisms lie in their rapidity, low cost, simplicity and efficiency. This is why alternative dispute resolution can play an important role in boosting consumer confidence.

*'The potential impact of ADRs has been underestimated so far. They are a win-win solution for both businesses and consumers. The adoption of these proposals is an important step to strengthen consumer confidence which is a driver for growth and jobs',* said Philippe de Buck, Director General of BUSINESSEUROPE.

BUSINESSEUROPE will now study all aspects of these proposals and will issue more detailed comments soon.

#### NOTE TO THE EDITOR

BUSINESSEUROPE represents small, medium and large companies. Active in European affairs since 1958, BUSINESSEUROPE's members are 41 leading industrial and employers' federations from 35 European countries, working together to achieve growth and competitiveness in Europe. For the full list of our members, please visit our website.

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