

Belmed



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- **Belgian Mediation**
 - launched in April 2011 by the Belgian Economy Minister
 - digital portal (platform) on ADR
 - information and solutions for consumers and enterprises
 - consumer disputes
disputes between a consumer and an enterprise
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First part: information

- overview of all existing ADR mechanisms
- consumer guide on how to settle a dispute in an amicable way
(e.g. examples of letters to send to a company to report a problem)

Second part: online mediation application

- one uniform digital office
- “Belmed – Online Mediation”
(Dutch, French, German and English)
- two preliminary questions:
 - (1) did you contact the company or consumer to report the problem?
 - (2) did you start a court proceeding?



Second part: online mediation application

- application will be send to competent mediation authority
- Ministry serves as administrator / “serving-hatch”
- no knowledge of identity, contents of applications
only statistical information
- entire mediation process goes online
interactive

Second part: online mediation application

- Ombudsman Service for Energy,
- Mediation Service Banks – Credits – Investments,
- Second-hand Vehicle Reconciliation Commission,
- Travel Disputes Commission
- European Consumer Centre
- Furniture Disputes Commission
- Real Estate Conciliation, Arbitration and Mediation Board
- ...

Second part: online mediation application

- free of charge
mediation costs depend on the mediation authority
- expert in poverty and social exclusion (proper use of language, user-friendliness of the system)
- Public Computer spaces

<http://economie.fgov.be/belmed.jsp>
(Dutch, French, German, English)