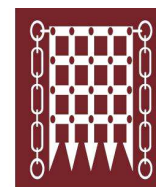


**Westminster Business Forum Keynote Seminar:
The future of consumer law and alternative dispute resolution in the UK**

Timing: Morning, Wednesday, 14th September 2016

Venue: The Caledonian Club, 9 Halkin Street, London SW1X 7DR



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Agenda subject to change

- 8.30 - 9.00 Registration and coffee
- 9.00 - 9.05 **Chair's opening remarks**
Yvonne Fovargue MP
- 9.05 - 9.35 **The Consumer Protection Partnership and the consumer landscape - key issues, progress and future priorities**
Matthew Upton, Head of Policy, Consumer and Public Services, Citizens Advice
Melissa Dring, Director of Policy, Trading Standards Institute
Questions and comments from the floor
- 9.35 - 10.25 **Latest thinking on the UK consumer rights framework - consumer and business priorities**
Following recent changes to consumer law in England and Wales - including reforms to contracts and notices between traders and consumers - does the emerging framework for consumer rights seem to be succeeding in improving clarity, accessibility and consumer understanding? Are there indications that the changes have increased consumer confidence, and should further reforms be considered? In particular how are different sets of products, consumers and businesses being affected by the reforms, including in the case of complex or high value products - and software, streamed films, e-books, online games and apps. Following the UK's referendum on EU membership, what challenges and opportunities does a possible Brexit pose for UK consumer law, particularly in relation to EU-wide consumer provisions, such as mobile roaming regulations? In the context of recent proposals from the European Commission to reform rules on the online sale of goods to promote cross-border e-commerce in the single market, what steps (if any) will the UK need to take to avoid legal fragmentation in consumer contract law moving forward?
Dr Richard Hyde, Assistant Professor in Law, University of Nottingham
Chris Haan, Senior Associate, Leigh Day
Naveen Aricatt, Legal Expert UK, Trusted Shops
Kate Wellington, Lead Lawyer, Policy and Communications, Which?
Questions and comments from the floor
- 10.25 - 10.50 **Developing consumer protection measures for online ticketing - a case study**
Professor Michael Waterson, Chair, Review of Consumer Protection Measures relating to Online Secondary Ticketing Platforms
Questions and comments from the floor
- 10.50 - 10.55 **Chair's closing remarks**
Yvonne Fovargue MP
- 10.55 - 11.25 Coffee
- 11.25 - 11.30 **Chair's opening remarks**
Jason Freeman, Director, Consumer Law and International Policy, Competition and Markets Authority
- 11.30 - 12.25 **The future of alternative dispute resolution: wider rollout, effectiveness and the new ODR platform**
Perspectives on the future of the UK's consumer complaints landscape and the development of alternative dispute resolution (ADR), particularly with regard to the UK's future adherence to measures introduced by the EU Consumer ADR Directive - which brought about obligations for Government to ensure that ADR is available for all consumer disputes, and for business to signpost its use. To what extent is the new residual ADR scheme effectively covering gaps in the market, most notably in respect to non-regulated sectors, such as retail, second hand cars and home improvement, and how might structures develop in the future? What should be the next steps for ensuring effective monitoring of ADR providers - including the development of a robust certification process - and how can this be achieved without putting unnecessary burdens on providers? What are the early indications of the performance of the EU-wide online dispute resolution platform (ODR platform) in smoothing the process of resolving cross-border disputes - particularly with regard to e-commerce - and what questions does the EU referendum result pose for the UK's future involvement in the scheme?
James Walker, Chief Executive Officer, Resolver
David Pilling, Assistant Director, Policy and Business Development, Ombudsman Services
Professor Pablo Cortés, Chair in Civil Justice, School of Law, University of Leicester
Helen Dewdney, Author, *How to Complain: The Essential Consumer Guide to Getting Refunds, Redress and Results!*
Joanne Vlahos, Head of Assessment, ACCA
Questions and comments from the floor
- 12.25 - 12.55 **European priorities for consumer protection**
Jacqueline Minor, Head of Representation, European Commission in the UK
Questions and comments from the floor
- 12.55 - 13.00 **Chair's and Westminster Business Forum closing remarks**
Jason Freeman, Director, Consumer Law and International Policy, Competition and Markets Authority
Marc Gammon, Associate Editor, Westminster Business Forum