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.

Josep Suquet Capdevila.

Departament de Ciència Política i de Dret Públic