

www.risolvionline.com



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**European day of Civil Justice
Ljubljana, 25th October 2010**

RisolviOnline Project



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RisoltiOnline = Online Dispute Resolution
(ODR)



Definition:

Partial or total online management of disputes
arised in online or offline context





January 2002

RisolviOnline is a **public** and **institutional** service

- B2B, B2C, P2P **commercial disputes**

- generated **online and offline**

- **Worldwide**

- **regardless** of the **economic value** of the dispute and the **nationality** of the parties involved



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RisolviOnline is designed on a model which refers to
mediation

third neutral's role is:

- To **assist** parties in the process
- To encourage a **mutual collaboration**

It's text-based





PROS

Suitable for:

Transnational and Internet disputes

(fast (?), cost effective, no jurisdictional issues)

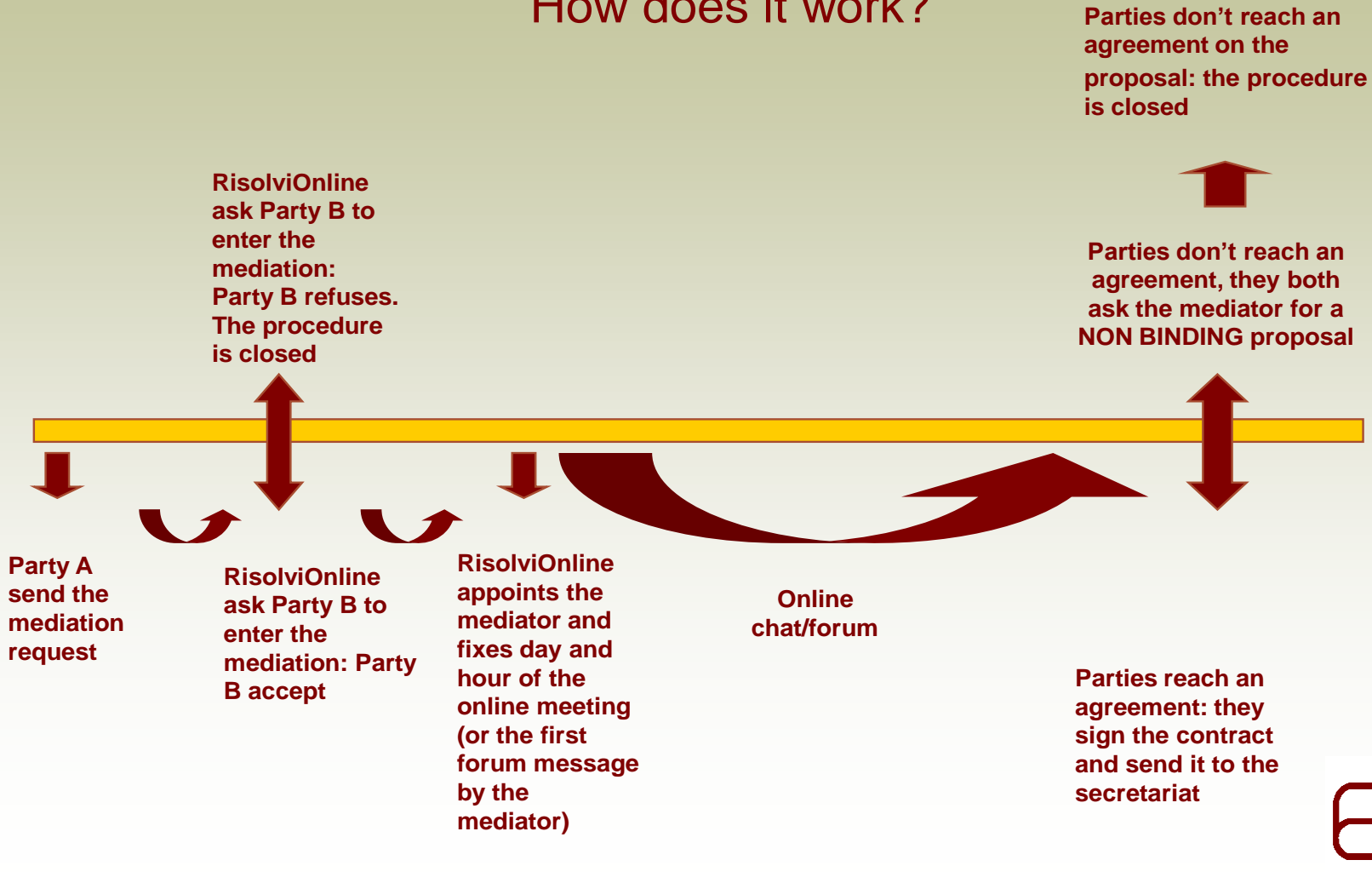




CONS

- Suitable only for those who are familiar with this tool and can easily write
- The mediator has to cope with the lack of important clues like paraverbal and body language

How does it work?





What about **results**?

740 pertinent cases up to September 2010 in
total (120 since Jan 2010)

80% B2C

Less than 10% of the mediation requests turns
into mediation proceedings

1 case up to 6 directly solved by the secretariat





mid 2008 “European Network” pilot project

Trend 2007-8: fast increase of **international online mediation requests**
(more than a half of the total)

EU Directive (52/2008) on commercial mediation
(cross-border commercial disputes)

Businesses and **European Consumers Centres (ECCs)** started showing interest on
online mediation



www.risolvionline.com

The screenshot shows the homepage of RisolviOnline, an online mediation service. The header features the logo "RisolviOnline" in blue and orange, with the tagline "Online Mediation Service - Chamber of Arbitration of Milan" below it. A navigation menu on the left includes "HOME", "What is this?", "Mediation Request Form", "List of mediators", and "Rules and Fees". The main content area asks, "Are you involved in a commercial dispute? Use the RisolviOnline service!" and includes a video player with a blue silhouette of a person's head. A "SELECT LANGUAGE" dropdown menu is open on the right, listing 23 languages: Deutsch, français, italiano, ελληνικά, English, español, polski, português, română, slovenčina, svenska, български, suomi, čeština, dansk, eesti keel, magyar, Nederlands, Malti, Gaeilge Írish, slovenščina, lietuvių kalba, and latviešu valoda. The footer contains the copyright notice: "Copyright 2008 Camera Arbitrale Nazionale e Internazionale Milano. All rights reserved".

– Rules, How it works, Code of Conduct, Fees -
Are translated in **23 languages**



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Mediation Request Form

List of mediators

Rules and Fees

Clause

Contacts

Camera Arbitrale di Milano

Servizio di Conciliazione Internazionale

- Austria** Barbara Pesce-Cihlar
- Belgium** Patrick Van Leynseele
- Brazil** Veronica Beer
- Bulgaria** Bilyana Gyaurova-Wegetseeder
- Croatia** Mladen Vukmir
- Cyprus** Yiannos Georgiades
- Czech Republic** Vit Horáček
- Danmark** Pia Deleuran
- Finland** Jukka Salomaa
- France** Amance Dourthe Perrot
- Germany** Renate Dendorfer
- Greece** Ioanna Anastassopoulou
- Hungary** Zsuzsa Lovas
- Ireland** Duncan Grehan
- Italy** Antonietta Marsaglia - Federico Redaelli - Michele Carabellese
Lydia Ansaldi - Michela De Giovanni - Stefano Pavletic
Mario Francesco Dotti - Sabrina Peron - Enrico Ruggiero
- Latvia** Inga Kaževska
- Lithuania** Rimantas Simaitis
- Luxemburg** Aloyse May
- Malta** John Refalo
- Netherlands** John Bosnak
- Poland** Pavel Jamot
- Portugal** Jorge Verissimo
- Romania** Arin Avramescu
- Slovakia** František Kutlík
- Slovenia** Tanja Metelko Lisec
- Spain** Mercedes Tarrazon Rodon
- Sweden** Eric M. Runesson
- Swiss** Luca Eusebio
- United Kingdom** Jeremy Scuse

We provide mediators from European and extra-European countries

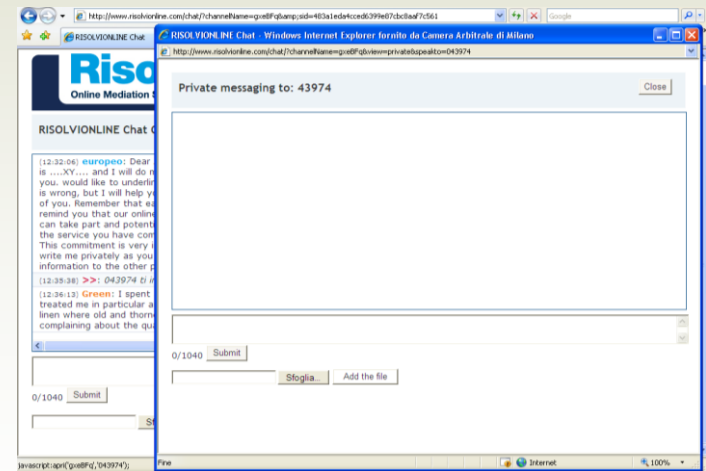


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Forum (bulletin board) – the **asynchronous** communication tool. Each time a message is left on the forum by one of the players, an alert e-mail is sent automatically to the others. It's possible to have caucuses (PM)

Chat – the **real time** communication tool
The mediator has to connect for first in order to open the chatroom to the parties. It's possible to have caucuses





Fees

The fees of the service are related to the economic value of the dispute.

The minimum is **25 Euro** (for each party involved) for a dispute under 500 Euro

The fees are due only if the other party agrees to enter the mediation proceedings





CLAUSE

Mediation can be activated also in absence of a clause in the contract

Still, about **250 websites** included the Risolvionline.com clause in their terms of contract



RisolviOnline

Online Mediation Service - Chamber of Arbitration of Milan



Thank you!

Q&A

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