



Consumer
Mediation Service

CONFERENCE

ALTERNATIVE DISPUTE RESOLUTION : TO MEDIATE OR TO JUDGE?

CONFERENCE PROGRAMME

09h00 Reception

09h30 Welcome

Cynthia Van der Linden, chairman Consumer Ombudsman

09h35 Alternative dispute resolution in major economic sectors: the current situation in Belgium

David Wiame, vice-president Consumer Ombudsman

09h55 ADR in Belgium regulated from the Judicial Code: a panoply of possibilities

Barbara Gayse - head of the Belgian Federal Mediation Commission

10h15 Best Practice: Appropriate dispute resolution, close to the citizen

Jorn Dangreau, judge, Justice of the Peace (Torhout)

10h35 Best Practice: The ombudsman vs. the judge: a holistic approach?

Lewis Shand Smith, Ombudsman UK

10h55 Pause

11h15 Panel discussion

Moderator: Stefaan Voet (senior lecturer KU Leuven, lawyer, chairman of the monitoring committee of the Ombudsman for Trade, member of the Board of Directors of Ombudsfijn)

Panel: Evelien de Kezel (GEMME), Nathalie Uyttendaele (lecturer at ULB and ULg, lawyer and mediator), Marie-Anne Bastin (ombudsman de l'ordre des barreaux francophones et germanophone, avocate, médiatrice agréée et membre honoraire de la CFM, Administrateur de l'ASBL médiation et conciliation en droit social), Jean Cattaruzza (financial sector ombudsman at Ombudsfijn), Jorn Dangreau (judge at Justice of the Peace, Torhout)

12h30 Conclusions

12h45 Lunch

When ?

Tuesday 15/10/2024

Where ?

Les Ateliers des Tanneurs
Rue des Tanneurs 58-62
1000 Brussels
Belgium

**Registration is mandatory
but free**

[Here](#)

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*The conference has a simultaneous translation system in English for French and Dutch speakers.