

Importa ainda referir como consequência mais relevante da acção do Centro, para além da composição dos litígios através da Mediação, a prevenção de conflitualidade futura obtida pela pedagogia da jurisprudência já produzida e pela informação e adequada aplicação da vasta legislação de consumo aos casos concretos.

Deste modo, muito gostaríamos que V. Exa. enquanto Presidente do Grupo Parlamentar de Assuntos Económicos, Inovação e Energia, bem como o Grupo de Trabalho que promove esta Audição Pública, aceitassem contar com a total disponibilidade da Direcção deste Centro de Arbitragem, para a colaboração que fôr entendida como necessária ao desenvolvimento dos trabalhos.

Seria também para nós uma honra que V. Exa. pudesse aceitar o convite que desde já lhe dirigimos para visitar o Centro em data que designará, por forma a permitir-nos poder dar-lhe a conhecer de perto o procedimento utilizado.

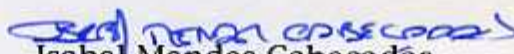
Quanto ao convite para que o Centro esteja representado na Audição de 18 de Novembro, cumpre-nos agradecer e informar que a representação será assegurada pela Dra. Natacha Aguiar - Assessora do Centro, por impedimento da Directora convocada em Outubro pela Comissão Europeia (DG Saúde e Consumidores), para discussão de documento confidencial em Workshop para peritos sobre ADR, conforme anexos (3).

Certos de que V. Exa. compreenderá do interesse em se manter um compromisso que foi pessoalmente assumido com a Comissão, antes da organização do Workshop e o quanto lamentamos não poder participar directamente nas duas iniciativas, embora estejamos devidamente representados nesta Audição, conforme sugerido no convite.

Permitimo-nos formular votos do maior sucesso para esta Audição, na expectativa de que a mesma se repita com a participação do Centro na continuidade dos trabalhos e que V. Exa. venha a aceitar o convite que lhe dirigimos e nos queira informar sobre a possibilidade de nos receber.

Apresentando a V. Exa. os nossos melhores votos e cumprimentos, reiteramos a nossa total disponibilidade para toda a cooperação que seja entendida por necessária.

com a muito consideração e recepção


Isabel Mendes Cabeçadas
Directora

Anexo: os mencionados



EUROPEAN COMMISSION
HEALTH AND CONSUMERS DIRECTORATE-GENERAL
Consumer Affairs
Financial Services and Redress



Brussels,

Subject: Workshop on Alternative Dispute Resolution (ADR)

Dear Sir/Madam,

I have the pleasure of inviting you to the above workshop that will take place in Brussels on **18 November 2010** from 10h00 to 17h00.

In the EU2020 initiative "A Digital agenda for Europe", the Commission says that it will explore initiatives on consumer ADR and consider a proposal for an EU-wide online dispute resolution system for e-commerce transactions.

In this context, we are organising a workshop with individual ADR experts from various Member States. As attendees, you are all expert in different fields of alternative dispute resolution and you will discuss your own experiences as well as the wider issues.

The discussion will be based on a document that we will circulate prior to the meeting. I would be very grateful if you could take the time to carefully examine this prior to the workshop in order to inform and direct the discussion.

You will find the practical arrangements for the workshop in the attached Annex.

The Commission shall not be liable for any material; non-material or physical damage suffered by invited experts or those responsible for accompanying a disabled expert in the course of their journey to or stay in the place where the meeting is held, unless such harm is directly attributable to the Commission. In particular, invited experts who use their own means of transport for travelling to such meetings shall be entirely liable for any accidents that they might cause.

I look forward to welcoming you at the workshop.

Yours faithfully

Sebastian BOHR
Acting Head of Unit

Enclosures: Annex, Practical arrangements

Practical arrangements

1. Date and venue of the workshop:

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Thursday, 18 November 2010

**Health and Consumers Directorate-General
rue Froissart 101
B-1040 Brussels
Meeting Room F101 02/169**

2. No interpretation will be provided. The language of the workshop will be English.
3. The European Commission will organise the travel and accommodation for the experts, to and from Brussels, in accordance with Commission rules. **Experts will be contacted by the Commission's travel agency in order to organise their travel and hotel arrangements and to provide them with tickets. Participants should not therefore purchase tickets or book hotel accommodation themselves.** During the workshop a buffet lunch and refreshments will be provided.
4. If an expert can no longer attend he/she is kindly invited to inform us by 31 October by writing to the following e-mail address: sanco-consumer-adr@ec.europa.eu
5. Upon arrival experts should report to the reception desk at the entrance of the Health and Consumer Protection Directorate-General F101 Building (rue Froissart 101, B-1040 Brussels), with this letter and with official identification. Please note that if you cannot provide proper identification you may not be allowed to enter the facilities of the Commission due to heightened security standards.
6. The European Commission's Directorate-General for Health and Consumer Protection is at your disposal for any further information you may require at the following e-mail address:

sanco-consumer-adr@ec.europa.eu

Subject: Workshop on Alternative Dispute Resolution (ADR) - 18 November 2010

Date: 8 de Novembro de 2010 9:13

From: SANCO-CONSUMER-ADR@ec.europa.eu

To: <Donna.Mckillion@ec.europa.eu>

Conversation: Workshop on Alternative Dispute Resolution (ADR) - 18 November 2010

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Dear Sir/Madam,

Please find enclosed a document which will form the basis for the discussion at our upcoming workshop on Alternative Dispute Resolution that will take place on 18 November 2010.

NB : The participants undertake to treat in the strictest confidence and not make use of or divulge to third parties any information or

documents which are linked to this workshop. The participants shall continue to be bound by this undertaking after the workshop has

taken place.

On the day of the workshop, participants will be requested to sign a *Declaration Concerning Confidentiality*.

We look forward to welcoming you at the workshop and in the meantime we remain,

<<[Questions for ADR Experts Workshop.pdf](#)>>

Yours faithfully,

Mrs Donna McKillion on behalf of Mr Sebastian BOHR, Acting Head of Unit
Health and Consumers Directorate-General
Directorate B - Consumer Affairs
B4 - Financial services and Redress

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