

Costs and Quality  
of Online Dispute  
Resolution

A Handbook for Measuring the  
Costs and Quality of ODR

Martin Gramatikov (Ed.)



## Costs And Quality Of Online Dispute Resolution

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**Summary :** Free costs and quality of online dispute resolution pdf download - the internet has changed the way we do business communicate shop travel and learn technologies are already assisting people to solve their disputes e-bay alone deals with more than 60 million disagreements per year using smart online dispute resolution odr tools in the netherlands some people already arrange their divorce using the advantages of online mediation in this book a team of experts - from academia the odr industry and civil society - discuss the status quo of odr in the european union but it goes beyond a mere overview the book also outlines the results of the emcod project which aims to broaden the access to justice and has developed a method for measuring the costs and quality of odr processes it has been written for providers and users of odr services as well as for policy makers committed to innovations in the field of dispute resolution

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