

Online Dispute Resolutions

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ABSTRACT

Our communications technology is developing rapidly, so much so that it is changing our lives in respect of both work and leisure. We now, as a matter of course, conduct many of our daily communication functions and activities using tablets, smartphones and even smart watches. These mobile devices have only been available for a few years, but already more people access the internet by a mobile device than by a PC. The percentage of the population aged 14 years and over said to be online is 78 per cent. ODR is a form of dispute resolution which has arisen as a consequence of the recent, rapid development of, and the relationship between, ADR and IT. The growth of the internet has led to e-commerce, and businesses and consumers have become accustomed to carrying out business and other activities online and then to finding ways to resolve associated disputes online. Generally speaking, online dispute resolution techniques range from methods where parties have full control of the procedure, such as in a negotiation, to methods where a neutral third party is in control of both the process and the outcome, such as the case of arbitration and court processes.

Keywords: dipute; ADR, alternative dispute resolution; ODR; EU Green Paper.