

Abstract

Arbitration is generally accepted as extremely fast and efficient way for alternative dispute resolution. But many experts did not consider it an appropriate or even legal instrument for resolution of disputes arising from consumer obligations. Therefore, in my rigorous thesis I analyze existing legal regulation of arbitration in consumer cases in the Czech Republic. I work primarily with the most discussed issues of regulation and their answer of professional public or interpretative judgment of the Supreme Court. Then I provide comparison often very different approaches to different aspects of regulation of arbitration that are included in foreign jurisdictions. Based on these established facts, then I critically assess the proposed legislative changes impacting on the investigated area.

This rigorous thesis should include a balanced view of the current legal and factual situation of a Czech arbitration of disputes in consumer contracts. Description of the legislation would not be complete without the considerations *de lege ferenda* and evaluation of major trends, which would consumer protection in arbitration, could evolve in the future.