

The purpose of my thesis is to analyze the legal regulation of the alternative consumer dispute resolution. The thesis is divided into seven chapters. Chapter one contains brief definition of the relevant concepts which is necessary for the purposes of the thesis. This chapter consists of four separate subchapters which refer to the definition explained in the first chapter. In the second chapter I focus on the general interpretation of the issue of alternative dispute resolution methods. The second chapter involves the points of view of such methods and also its brief characteristics, and last but not least, it focuses on the advantages and disadvantages of the alternative dispute resolution, as such.

The subject of the third chapter is the introduction to the legal regulation of the alternative dispute resolution in relation to the consumer disputes. The first subchapter describes the legal regulation in the Czech Republic. The second subchapter deals with the legislation in the context of the European Union law and the third one illustrates related international law.

The main part of my thesis is chapter fourth and the following chapters. The fourth chapter is fully focused on the specific issues of the alternative dispute resolution, namely in the arbitration proceedings. This chapter is divided into four subchapters. The first one deals with the legal nature of the arbitration and with the arbitration. The second one concentrates on the issue of the arbitration agreement. The third subchapter describes the specific procedure and the process of the arbitration in the consumer disputes. The fourth subchapter represent the comparison with foreign legislation.

The fifth chapter describes the mediation in the consumer dispute, respectively the mediation, as such. This chapter is widely divided, namely it is divided into six subchapters, which are focused on the styles of mediation, types of mediation, principles of mediation, mediator, individual phases of the mediation process and on the comparison with foreign legislation.

In the sixth chapter I describe the relatively recently established manner of the alternative dispute resolution on the basis of the Act No. 634/1992 Coll., on Consumer Protection, as amended, which is referred to as the conciliation. In the individual subchapters of chapter sixth I evaluate the implementation of the relevant Directive of the European Parliament into the Czech legislation and I also compare foreign legislation. I also analyse the process of the conciliation executed by the Czech trade inspection and by the authorized entities.

The last chapter deals with some other subjects of the alternative dispute resolution, for example the Czech Telecommunication Office, the Financial Arbiter, and the Energy Regulatory Office. The chapter is divided into six subchapters which deal, inter alia, with the On-line Dispute Resolution Platform, the Consumer Ombudsman System and the European Small Claims Procedure.