

The arbitration in consumer disputes

ABSTRACT

The topic of this thesis is especially arbitration in consumer disputes. The general part of work dedicates the historical progress of arbitration and common attribute of arbitration and also takes into account the role of the courts in arbitration proceedings with respect to some aspects of consumer disputes in particular. A special part of this work deals with advantages and disadvantages of arbitration from the point of view of consumer and special legislation in arbitration in consumer disputes as well. The aim of the work is to evaluate if the arbitration is suitable way to decision making in the area of consumer disputes in comparison with functionality of arbitration in commercial disputes, and also the aim is to find an appropriate way to settlement of consumer disputes in arbitration, if there is one.