

# NAME INDEX

- |                                                       |                                           |
|-------------------------------------------------------|-------------------------------------------|
| Alpa, Guido, 172                                      | Englard, Izhak, 12                        |
| Aristotle, 10–13, 17                                  | Eterovich, Francis, 10                    |
| Artz, Markus, 298                                     | Eucken, Walter, 290                       |
| Balarin, Jan, 121                                     | Fairgrieve, Duncan, 144                   |
| Basedow, Jürgen, 232                                  | Fleischacker, Samuel, 11                  |
| Beale, Hugh, 199, 202                                 | Francioni, Francesco, 20                  |
| Bebchuck, Lucian, 285                                 | Freeman, Samuel, 14                       |
| Bělohávek, Alexander, 83                              | Galanter, Marc, 23                        |
| Betlem, Gerrit, 63                                    | Garth, Bryant, 1, 20, 22                  |
| Borghetti, Jean-Sébastien, 220                        | Geimer, Reinhold, 148                     |
| Břicháček, Tomáš, 329                                 | Grübler, Ulrike, 294                      |
| Brownsword, Roger, 196                                | Grundmann, Stefan, 290, 325, 327          |
| Busch, Christoph, 257                                 | Grynbaum, Luc, 202                        |
| Buxbaum, Hannah, 134                                  | Håstad, Torgny, 202                       |
| Cafaggi, Fabrizio, 71, 159                            | Heiderhoff, Bettina, 238, 249             |
| Calliess, Galf-Peter, 237, 249                        | Heller, Agnes, 7                          |
| Cámara Lapuente, Sergio, 200                          | Hesselink, Martijn, 160                   |
| Camere, Colin, 287                                    | Hodges, Christopher, 40, 116              |
| Cappelletti, Mauro, 1, 19, 20, 23, 24, 25, 29, 33     | Höland, Armin, 96                         |
| Carr, Craig, 7                                        | Hondius, Ewoud, 200                       |
| Clive, Eric, 199, 202                                 | Hörnle, Julia, 95                         |
| Collins, Hugh, 160, 188, 265, 281, 282, 285, 330, 331 | Horwitz, Allan, 6                         |
| Cortés, Pablo, 98, 100, 101                           | Howells, Geraint, 165, 176, 220, 232, 327 |
| Cotterrell, Roger, 7, 227                             | Illmer, Martin, 51                        |
| Dalli, John, 80                                       | Issacharoff, Samuel, 287                  |
| Docekal, Ulrike, 53                                   | Jansen, Nils, 200, 247                    |
| Dolder, Cheryl, 83                                    | Janssen, André, 107                       |
| Du Laing, Bart, 326                                   | Juvin, Phillipe, 112                      |
| Dworkin, Ronald, 279                                  | Kahnemann, Daniel, 287                    |
| Ebers, Martin, 170                                    | Kant, 8                                   |
| Edwards, Lilian, 98                                   | Kaufmann-Kohler, Gabrielle, 98            |
| Eidenmüller, Horst, 157, 247                          |                                           |

Cambridge University Press

978-1-107-07237-4 - European Consumer Access to Justice Revisited

Stefan Wróblewski

Index

[More information](#)

## NAME INDEX

387

- Kelsen, Hans, 8–9, 10, 17  
 Kerkmeester, Heico, 324  
 Kieninger, Eva-Maria, 247  
 Kolba, Peter, 53  
 Kötz, Hein, 285, 291  
 Krausbeck, Elisabeth, 96  
 Kroll-Ludwig, Kathrin, 326  
 Kropholler, Jan, 148  
 Kull, Irene, 202  
 Kuneva, Meglena, 66, 106
- Lando, Ole, 193, 195  
 Lehmann, Matthias, 248  
 Leible, Stefan, 250  
 Lerm, Verena, 268  
 Łętowska, Ewa, 329  
 Liebscher, Christoph, 101  
 Lindemann, Julia, 262  
 Loewenstein, George, 287  
 Loos, Marco, 116, 176, 237, 328  
 Lurger, Brigitta, 159, 200, 201, 202, 229, 232, 268, 288, 282  
 Luth, Hanneke, 286, 292, 293, 294  
 Lyons, David, 7
- Maletić, Isidora, 274, 275  
 Mayer, Hans-Peter, 262  
 McKendrick, Ewan, 229  
 Meller-Hannich, Caroline, 96  
 Michailidou, Chrisoula, 125  
 Micklitz, Hans-W., 29, 53, 71, 126, 127, 138, 158, 159, 199, 241, 268  
 Miller, David, 8  
 Miller, Lucinda, 160, 203  
 Muir-Watt, Horatia, 200  
 Mulheron, Rachael, 114
- O'Donoghue, Ted, 287  
 Oehler, Karl-Heinz, 188  
 Ogus, Anthony, 29
- Palmer, Michael, 84  
 Patel, Reena, 297  
 Piers, Maud, 95  
 Pisuliński, Jerzy, 202  
 Plato, 8, 10  
 Popper, Karl, 7  
 Posner, Richard, 285
- Quinn, Michael, 6
- Rabin, Matthew, 287  
 Ramsay, Iain, 284  
 Rawls, John, 13–16, 19  
 Reding, Viviane, 112, 206  
 Reich, Norbert, 75, 232, 241, 268  
 Renner, Moritz, 241  
 Rhode, Deborah, 22  
 Rickett, Charles, 33  
 Roberts, Simon, 84  
 Ross, David, 10  
 Rott, Peter, 53, 148  
 Rühl, Giesela, 234, 236, 326, 328
- Sadurski, Wojciech, 6  
 Schüller, Bastian, 282  
 Schulte-Nölke, Hans, 170, 199, 234  
 Schultz, Thomas, 98  
 Schulze, Götz, 325  
 Schulze, Reiner, 176, 189, 200, 327  
 Scott, Colin, 133  
 Sefton-Green, Ruth, 200  
 Semmelmann, Constanze, 331  
 Smits, Jan, 200, 230, 232  
 Stadler, Astrid, 106, 118, 126, 127, 136, 148  
 Staudenmayer, Dirk, 250  
 Steele, Jenny, 123  
 Storskrubb, Eva, 7  
 Stürner, Michael, 277, 325, 328  
 Stuyck, Jules, 121  
 Sunstein, Cass, 286, 287
- Tamm, Marina, 234, 326  
 Telfer, Thomas, 33  
 Terryn, Evelyne, 200  
 Thaler, Richard, 286, 287  
 Tichý, Luboš, 121  
 Tilleman, Bernard, 326  
 Träger, Marion, 289  
 Twigg-Flesner, Christian, 43, 160, 165, 170, 218
- van Boom, Willem, 116, 123  
 Van den Bergh, Roger, 121  
 van Gerven, Walter, 330  
 Varul, Paul, 329  
 Veneziano, Anna, 202

|                                                       |                                                      |
|-------------------------------------------------------|------------------------------------------------------|
| Vogenauer, Stefan, 326                                | Wendehorst, Christiane, 223, 230, 231, 240, 248, 249 |
| von Bar, Christian, 199                               | Wiewiórowska-Domagalska, Aneta, 329                  |
| von Hein, Jan, 148                                    | Wilhelmsson, Thomas, 277, 324                        |
| Wagner, Gerhard, 126, 127, 128, 129, 131, 218, 247    | Wilson, Caroline, 98                                 |
| Ware, Stephen, 83                                     | Ziller, Jacques, 7                                   |
| Wasserman, Michael, 6                                 | Zimmermann, Reinhard, 206, 234, 247                  |
| Weatherill, Stephen, 29, 150, 158, 165, 188, 268, 324 | Zuckerman, Adrian, 39                                |
| Weinrib, Ernest, 12                                   |                                                      |

Cambridge University Press

978-1-107-07237-4 - European Consumer Access to Justice Revisited

Stefan Wróblewski

Index

[More information](#)

## SUBJECT INDEX

- access to justice, 3, 18–19, 20, 24, 26, 27, 35, 72
- access, 5
- Action Plan on consumer access to justice and the settlement of consumer disputes in the internal market (1996), 35
- Consumer Access to Justice Green Paper (1993), 35, 84, 85
- course of time, in, 19–27
- EU level, 21, 25–7
- Florence Access-to-Justice Project, 19–24, 102
- holistic approach, 29, 278
- justice, 5–18
- new approach, *see* access to justice 2.0
- traditional discussion, 25–7
- access to justice 2.0, 27, 276–9, 278, 283
- concept, 27–30
- consumer confidence, and, 264, 297, 317
- consumer empowerment, and, 297, 298, 302, 319
- consumer interests, and, 71, 333
- consumers, and, 281–3
- Acquis Group, 195–6, 200, 202, 203
- Common European Sales Law (CESL), and, *see* Common European Sales Law (CESL), Acquis Group
- alternative dispute resolution (ADR), 25, 83–101, 320
- access to justice, and, 88
- ADR Communication (1998), 85–6
- ADR Directive (2013), 37, 90–7
- ADR Green Paper (2002), 87
- ADR Recommendation (1998), 85–6
- arbitration, 83, 86, 87, 89, 95, 96
- availability, 320
- bodies, 85
- complaints, 97
- consumers, and, 84
- EU level, trends at, 83–9
- European Code of Conduct (2004), 87
- litigation, and, 150
- mediation, 83, 89
- Mediation Directive (2008), 88–9, 90
- Mediation Directive Proposal (2004), 88
- ODR, *see* online dispute resolution
- Rome I Regulation, and, 95
- antitrust law, 105, 117, 122
- arbitration, *see* alternative dispute resolution (ADR), arbitration
- awareness, 23, 65, 77, 82
- alternative dispute resolution, 91
- consumer, 80, 269, 270, 298
- CPC Regulation, 47, 300
- ECC-Net, 307
- EEJ-Net, 36
- enforcement tools, 269, 274
- Legal Aid Directive, 59
- Small Claims Regulation, 59, 82
- stakeholders, other than consumers or traders, 150, 269
- trader, 92, 317
- better law making, 165, 171, 172, 263
- business-to-consumer (B2C), 35, 79, 82, 97, 158, 225–7, 236, 293
- alternative dispute resolution, and, 84, 90, 94

- business-to-consumer (B2C) (*cont.*)
  - CESL, and, 191, 209, 211, 212, 217, 222, 226
  - compensatory collective redress, and, 112
  - consumer confidence, and, 282, 297
  - consumer empowerment, and, 301
  - Legal Aid Directive, and, 60
  - mandatory rules, and, 213
  - online dispute resolution, and, 98
  - Small Claims Regulation, and, 80
  - willingness to sue, and, 127, 128
- centralisation, 188, 259
  - law and policy-making, and, 164, 175, 276, 333
  - national policies, and, 324
- collective damages, 106, 115, 118, 121, 133, 134, 136, 214
  - alternative approach to, 132–49
  - classifying multiple, 129
  - collective redress, *see* collective redress
  - cost-benefit analysis, 143
  - flexible system, 143
  - inflexible system, 143
  - loser-pays principle, and, 118
  - mass, 128–9, 140–2, 321
  - scattered, 125, 133–40, 321
  - scattered versus mass, 124–32, 143
- collective redress, 24
  - blackmail settlements, 116, 138
  - Brussels I Regulation, and, 146–9
  - Collective Redress Green Paper (2008), 102–18
  - Collective Redress Recommendation (2013), 117
  - compensatory, 102–12, 117, 118, 151, 302, 321
  - Consultation Paper (2009), 110
  - Consultation Paper (2011), 110
  - contingency fees, and, 106, 114, 118, 146
  - damage classification, 132
  - disincentives, 143
  - domestic cases, 143
  - enhanced test cases, 142
  - European Parliament, 112
  - fake actions, 116, 139
  - financial means, and, 144
  - group actions, 108, 119, 139
  - injunctions, and, 103
  - justice, enhancing, 113
  - legal insurance, and, 129, 146
  - mandatory representation, and, 137
  - mass damages, and, 141
  - mass justice, 123
  - multilayer interests, *see* multilayer interests
  - national frameworks, 115
  - non-monetary, 40, 144
  - opt-in, and, 117
  - opt-out, and, 106, 114
  - pre-trial discovery, and, 106, 114
  - punitive damages, and, 106, 115, 118
  - rational disinterest, and, 125–7, 128–9, 144
  - representative actions, 139
  - Resolution on Collective Redress (2012), 113–17
  - scattered damages, and, 124–32
  - state funding, and, 128, 142
  - test cases, 108
  - types of, 110, 122
  - US-style class actions, 106, 113
- Common European Sales Law (CESL), 190–262
  - Acquis Communication (2004), and, 166, 169, 194
  - Acquis Group, and, 196, 203
  - ambiguity, 232
  - analysis, 215–54
  - approach, 195, 232
  - assumptions of European Commission, 215–16
  - B2C and non-B2C situations, 211
  - background, 190–208
  - CESL Expert Group, and, 202–5, 208, 258
  - CESL Key Stakeholders Group, and, 203, 204, 205, 206, 258
  - CFR, and, 196–205
  - clear need?, 225–9

Cambridge University Press

978-1-107-07237-4 - European Consumer Access to Justice Revisited

Stefan Wróblewski

Index

[More information](#)

## SUBJECT INDEX

391

- Commission on European Contract Law, and, *see* Common European Sales Law (CESL), Lando Commission
- completeness, and, 218, 247
- consumer acquis, and, 195
- consumer confidence, 173, 234, 256
- consumer interests, 205, 236, 237, 239
- Contract Law Action Plan (2003), and, 166, 169, 194
- Contract Law Communication (2001), and, 42, 166, 169, 194
- DCFR, and, 196–205
- discussions, 255
- Economic and Monetary Affairs Committee (ECON), and, 255, 257
- ELI Draft, 257, 260
- European Commission, assumptions of, 216
- European Parliament, and, 193, 209, 255, 257
- Expert Group on a Common Frame of Reference, and, *see* Common European Sales Law (CESL), CESL Expert Group, and
- Explanatory Memorandum (2011), 207
- final prices, and, 219
- first draft, 208
- fragmentation, and, 169, 219, 225, 229
- Internal Market and Consumer Protection Committee (IMCO), 255
- JURI report, 256
- Lando Commission, 193, 195
- legal advice, obtaining, 221
- Legal Affairs Committee (JURI), and, 255, 256, 257, 258
- legal certainty, 217, 221–4, 245–51
- mandatory provisions, 250
- optional instrument, as, 191, 207
- overview, 208–15
- parties agree on law of consumer's member state, 244
- parties agree on law of trader's member state, 243, 245
- parties do not agree on applicable law, 243
- political ideas, 193
- preferential-law test, and, 238, 239, 244, 245–52, 261
- protective standard, of, 234–7
- Regulation Proposal, *see* Proposal for a Regulation on a Common European Sales Law (2011)
- Rome I Regulation, and, 259, 260
- secondary regime, as, 229–33
- simplification, 217–21
- Skov v. Bilka*, 219
- Standard Information Notice (SIN), and, 209, 222, 224
- Study Group on a European Civil Code (SGECC), and, 195, 196, 197, 203
- traders' preferences, 231
- traditional laws, 217
- transaction costs, and, 217, 256
- voluntariness, and, 229–33
- Common Frame of Reference (CFR), 194–208
- consumer acquis, 28, 174
- Acquis Communication (2004), and, 42, 167, 169, 170
- broad sense, 162
- Consumer Acquis Green Paper (2007), 171
- Consumer Law Compendium, 42–4, 48, 61, 167, 171, 174
- Contract Law Action Plan (2003), and, 42, 167, 169, 194
- Contract Law Communication (2001), and, 42, 167, 169, 194
- CRD and CESL, 186–9
- Directive, 169, 187
- fragmentation, 169, 171, 263
- harmonisation, and, 173
- narrow sense, 162, 167
- revision, 162, 263
- standardising rules, and, 170
- consumer confidence, 256, 283, 301
- access to justice, and, 113

Cambridge University Press

978-1-107-07237-4 - European Consumer Access to Justice Revisited

Stefan Wróblewski

Index

[More information](#)

392

## SUBJECT INDEX

- consumer confidence (*cont.*)
  - access to justice 2.0, and, 264, 283, 297, 317
  - awareness, and, 313
  - CESL, in, 234
  - consumer information, and, 299, 302
  - cross-border B2C trade, in, 277, 296, 311
  - cross-border rights enforcement, in, 274
  - ECC-Net, and, 312
  - empowerment, and, *see* consumer empowerment
  - EU law making, in, 283
  - holistic approach to, 277
  - improving, 155, 264, 276, 295
  - internal market, in, 313
  - legal structures, and, 61
  - minimum harmonisation, and, 328, 333, 334
  - national standards, and, 173
  - rights enforcement, in, 277
  - value-oriented justice, and, 279
- Consumer Credit Agreements Directive (2008), 90, 175, 185
- consumer empowerment, 296, 333
  - facilitating intermediaries approach, 302–19, 334
  - legislative approach, 300, 319–32, 334
  - procedural law pillar, 319–23
  - substantive law pillar, 323–32
- consumer protection, 326
  - consumer confidence, and, 60, 234
  - harmonisation, and, 159, 164, 334
  - internal market, and, 40, 333
  - national laws, and, 268
- Consumer Protection Cooperation (CPC) Regulation (2004), 47, 52, 60–72, 300
  - alerts, 63
  - competent authorities, 62, 68
  - Consumer Protection Green Paper (2001), 60, 61
  - CPC Evaluation report (2012), 68–70
  - CPC Network, 62, 64, 65, 66, 67, 68, 70
  - CPC Study report (2009), 65–6
  - CPC Study report (2012), 67–8
  - enforcement measures requests, 63
  - information requests, 63
  - intra-CPC Network activities, 64, 66
  - single liaison offices, 62, 68
  - sweeps, 66, 67
- Consumer Rights Directive (CRD) (2011)
  - approach, 175, 184
  - background and genesis, 169–78
  - Consumer Sales Directive, and, 174, 182
  - Distance Selling Directive, and, 174, 179, 182, 185
  - Doorstop Selling Directive, and, 174, 179, 182, 185, 186
  - general information requirements, 180
  - maximum harmonisation, 173, 174, 175, 176, 178, 185
  - Member States, and, 178
  - minimum harmonisation, 175
  - other consumer rights, and, 173, 174, 185
  - overview, 178–82
  - regulatory choices, 184
  - scope of application, 176
  - targeted full harmonisation, 185
  - Unfair Contract Terms Directive, and, 174, 179, 182, 183
  - withdrawal rights, 180, 185
- Consumer Rights Directive (CRD) Proposal (2008), 174–8
- Council of the European Union, 177
- European Commission, 173–7, 264
- European Parliament, 177, 188, 264
- harmonisation, 176
  - overview, 175–6
  - three-party negotiations, 177, 327
- Consumer Sales Directive (1999), 178
  - consumer acquis, and, 170
  - CRD Proposal, and, 174
  - CRD, and, 182
- consumer trust
  - access to justice 2.0, and, 282
  - consumer empowerment, and, 300, 333

Cambridge University Press

978-1-107-07237-4 - European Consumer Access to Justice Revisited

Stefan Wróblewski

Index

[More information](#)

## SUBJECT INDEX

393

- cross-border B2C trade, in, 35, 282, 298
- defragmentation of laws, and, 264
- information, and, 284
- internal market, in, 311, 333
- judiciary, in, 147
- language, and, 58, 315
- legal compliance, and, 316
- need for improving, 38
- rights enforcement, and, 35, 38
- Rome I Regulation, and, 208, 237
- traders, 322, 333
- translations, and, 315
- unlawful practices, and, 41
- consumers
  - access to justice, *see* access to justice 2.0
  - CESL, *see* Common European Sales Law (CESL)
  - confidence, *see* consumer confidence
  - empowerment, *see* consumer empowerment
  - information, 291, 295, 298, 299, 302
  - satisfaction, *see* satisfaction
- contingency fees, *see* collective redress, contingency fees
- contracts, 214
  - cross-border, 214, 237, 257, 258
  - digital content, 214, 230, 257
  - distance, 178–80, 214, 257
  - off-premises, 178–80, 213
  - related services, 212, 214, 230
  - sales, 178, 212, 214, 230, 243, 318
- costs, 78, 185, 256
  - alternative dispute resolution, and, 83
  - collective enforcement, and, 119, 145
  - cost risk, 23, 78, 82, 140
  - cost-benefit analysis, 141
  - court, 38, 55, 128, 140, 270
  - cross-border legal aid, and, 58
  - lawyers, 21, 55, 128, 140
  - loser-pays principle, 23, 45, 72, 139, 140, 145
  - low-value claims, and, 72, 124
  - obstacle for pursuing claims, as, 45
  - preparation, 45
  - returning goods, of, 186
  - savings, 219, 291
  - scattered damages, *see* costs, low-value claims, and
  - small claims, 78
  - transaction, 217–21
  - translation, 45
  - travel, 55, 58
- Council of the European Union, 26, 57, 327
  - consumer access to justice, 267
- cross-border transactions, 25, 51, 207, 214, 267–9
  - CESL, and, 211, 212, 221, 222, 234
  - information, and, 299
  - intra-community infringements, 41, 62
  - language, 58, 92, 315
  - legal environment, 54, 217
  - litigation difficulties, 38, 45, 225, 228
  - traders' legal knowledge, 318
- defragmentation
  - consumer confidence, and, 264, 328
  - EU policy-making, 264
  - EU policy-making, and, 164, 264
  - fragmentation versus, 164, 169
  - harmonisation, and, 328
  - national laws, 164, 319
  - substantive laws, and, 164, 206, 264
- deterrence, 123, 129
  - mass damages, and, 129
  - scattered damages, and, 129, 137
- Directive on Consumer Rights (CRD) (2011), *see* Consumer Rights Directive (CRD) (2011)
- disciplinary sanctions, 323
- disputes, 35, 38, 85
  - alternative resolution, *see* alternative dispute resolution
  - CPC Regulation, and, 72, 294
  - ECC-Net, and, 304, 305
  - EEJ-Net, and, 303
  - Florence Access-to-Justice Project, and, 25, 102
  - Legal Aid Directive, and, 54, 57
  - Small Claims Regulation, and, 72, 82, 102

- Distance Selling Directive (1997)
  - consumer acquis, and, 170
  - CRD and, 185
  - CRD Proposal, and, 174
  - repeal of, 179, 182
  - withdrawal rights and, 185
- Doorstep Selling Directive (1985), 170
  - consumer acquis, and, 163, 169
  - CRD and, 185
  - CRD Proposal, 174
  - repeal of, 179, 182
  - withdrawal rights, and, 185
- Draft Common Frame of Reference (DCFR), 196–205
  - background, 200, 202
  - CESL, and, 197–200
  - contents, 196
- ECC-Net, *see* European Consumer Centres Network (ECC-Net)
- Economic and Monetary Affairs Committee (ECON), 255, 257
- Enterprise Europe Network (EEN), 317–19
- equality, 16
  - absolute, 9
  - Aristotle, and, 13
  - bargaining power, 249
  - justice, as, 6, 10, 12
  - Kelsen, Hans, and, 8–9
  - value-oriented justice, 18, 280
- European Commission, 26
  - access to justice, and, 151, 264
  - Common European Sales Law, and, *see* Common European Sales Law (CESL)
  - consumer acquis, and, 171, 172
  - consumer policy-making, and, 27, 35, 36, 38, 274, 275
  - defragmentation, and, 169, 264
  - ECC-Net, and, 304, 316
  - harmonisation, and, 160, 167
  - internal market, and, 41, 60, 269, 276
  - market regulation approach, 158
  - maximum harmonisation, 158
- European Consumer Centres Network (ECC-Net)
  - additional tasks, 312
  - alternative dispute resolution, 304
  - benefits, 310
  - central contact point, as, 303
  - complex cases, and, 304, 305
  - consumer awareness, and, 306, 312
  - consumer confidence, and, 310
  - contacts, increasing, 313
  - cross-border redress, 304, 311
  - current activities, 303–6
  - current status, 306–9
  - Evaluation Report (2011), 296, 309–12
  - events, 314
  - facilitating cross-border B2C trade, 302
  - facilitating intermediaries approach, 304, 305
  - future of, 312–17
  - improving impact, 309–12
  - information, and, 303, 313
  - language support, and, 316
  - possible additional activities, 313–16
  - simple complaints, and, 305
  - tasks, 303–6
  - traders, and, 299, 304
  - translation, and, 315
- European Economic Community (EEC), 34
- European Parliament, 52, 327
  - collective redress, and, 111–14
  - CESL, 193, 209, 255, 257
  - consumer access to justice, 267
  - CRD Proposal, 177, 327
- European Research Group on Existing EC Private Law, *see* Acquis Group
- Expert Group on a Common Frame of Reference, *see* Common European Sales Law (CESL), CESL Expert Group
- fairness, 14, 157, 214, 289–91
  - access to justice 2.0, and, 6, 291
  - consumer laws, 121, 155, 157, 158
  - contractual, and, 289–91
  - justice, as, 6
  - mandatory laws, and, 285, 290
  - party autonomy, and, 290

Cambridge University Press

978-1-107-07237-4 - European Consumer Access to Justice Revisited

Stefan Wróblewski

Index

[More information](#)

## SUBJECT INDEX

395

- paternalism, and, 284–8
- proceedings, 87
- value-oriented justice, 18, 280
- Financial Services Distance Contracts Directive (2002), 162
- Florence Access-to-Justice Project
  - access to justice, 24, 33, 84, 102, 150
  - diffuse interests, 23, 33, 102
  - first wave, 24, 53
  - legal aid, 53
  - procedural laws, and, 102
  - scope of, 19, 102
  - second wave, 118
  - substantive laws, and, 24
  - third wave, 84
  - value-oriented justice, 19, 24
  - waves, 20
- fragmentation, 169, 228
  - Acquis Communication (2004), and, 169, 170
  - consumer acquis, 170, 263
  - Contract Law Action Plan (2003), and, 169
  - Contract Law Communication (2001), and, 169
  - harmonisation, and, 263, 264
  - internal market, 263
  - national, 171, 208, 218, 225
  - substantive laws, 228
- full harmonisation, *see* maximum harmonisation
- harmonisation
  - better law making, and, 164, 263, 326, 332
  - CRD approach, 175–8
  - European Commission, 49, 188, 263
  - Full, *see* maximum harmonisation
  - high-level minimum, *see* minimum harmonisation
  - legislative stagnation, and, 325
  - maximum, *see* maximum harmonisation
  - Member States, 206
  - minimum, *see* minimum harmonisation
  - national policy-making, and, 159, 325
  - simplification, and, 172
  - social justice, and, 155, 159
  - targeted full, 185, 328, 334
  - value-oriented justice, 158
- illegal business practices, 41, 46, 60, 102, 300
- individual well-being
  - consumer laws, and, 283, 298, 333
  - justice, and, 333
  - social justice, and, 282, 283
  - value-oriented justice, and, 280, 283
- information, 34, 82, 180, 223
  - accurate, 284
  - ADR and ODR, 100
  - consumer, 36, 180
  - consumer confidence, and, 295, 301, 313
  - consumer empowerment, and, 299, 302, 306
  - CRD, and, 179, 180, 184
  - distance contracts, and, 180
  - ECC-Net, 299
  - exchange of, 170, 182
  - facilitating intermediaries approach, and, 299, 300, 303
  - lack of legal, 23, 292
  - mandatory pre-contractual (CRD), 178, 180, 213
  - non-compliance, 322
  - obtaining, 218
  - off-premises contracts, and, 180, 184, 214
  - sector-specific requirements, 180
  - stakeholders, other than consumers or traders, 317
  - supplying consumers, 292, 299
  - traders, and, 298, 301, 302, 304, 314, 318, 319, 323
- Injunctions Directive, 40–53, 170
  - Case law, 44
  - cessation orders, 46
  - complexity of legal proceedings, 45, 46
  - CPC Regulation, and, 46
  - domestic, 41, 50
  - financial risk, 45
  - Injunctions Directive (1998), 40–4

Cambridge University Press

978-1-107-07237-4 - European Consumer Access to Justice Revisited

Stefan Wrbka

Index

[More information](#)

396

## SUBJECT INDEX

- Injunctions Directive (*cont.*)  
 Injunctions Directive (2009), 44–8  
 Injunctions Directive report (2008), 44–7  
 Injunctions Directive report (2012), 48–52  
 intra-community infringement, 43  
 lack of guidance, 48  
 length of legal proceedings, 45, 46  
 minimum harmonisation, 41, 48  
 qualified entities, 41, 42, 46, 49  
 scope of application, 40, 48, 51  
 interests, 144  
   business, 138, 276, 278, 302  
   collective, 24, 33, 62, 102, 119–24, 132, 136  
   consumer, 37, 40–2, 60, 64, 70, 102, 103, 137–9, 276, 278, 306  
   diffuse, *see* interests, collective  
   harmonisation, and, 276, 328, 330  
   individual, 71, 108, 119, 120, 135  
   interest representation, 177, 203, 300, 306  
   Member States, 327  
   multilayer interests, *see* multilayer interests  
   policy-making, and, 16, 276, 280, 327  
   public, 102, 119–20, 122, 123, 136–9  
 internal market, 150  
   barriers, 165  
   CESL, and, 161, 190, 202, 216, 233, 256  
   changing approaches, 263  
   consumer confidence, 61, 173, 276  
   defragmentation, and, 164, 319  
   enhancing, 28, 37, 41, 267  
   fragmentation, and, 225, 263  
   harmonisation, and, 159, 175, 188, 325, 328  
   policy-making, and, 263, 267, 275  
   potential, 296  
   traditional approach, 163  
 Internal Market and Consumer Protection Committee (IMCO), 255, 256  
 judicial system, 6, 17, 24  
   access to justice, 33  
   affordability, 20, 33, 58, 126  
   consumer confidence, and, 128  
   disinclination towards, 36  
   effective, 280  
   justice, and, 280  
   lack of information, 23  
   procedural laws, and, 17, 27  
   psychological barriers, 23  
   trust, in, 20, 147  
 justice, 5, 280  
   absolute, 9  
   access to, 18–27  
   access to 2.0, 27–30, 281–3  
   Aristotle, and, 10–13  
   consumer confidence, and, 113, 155, 278, 279, 283  
   corrective, 10–13, 156, 157, 280  
   distributive, 10–13, 159, 282  
   formal, 7, 17, 280  
   harmonisation, and, 75, 156, 159  
   holistic approach to, 161  
   judicial system, and, 17–25, 280  
   Kelsen, Hans, and, 8–9  
   key observations, 16–18  
   laws, and, 17, 18, 121, 288–91  
   non-valuing, 6  
   Rawls, John, and, 13–16  
   relative, 9  
   social, *see* social justice  
   societal stability, 16  
   substantive, 6, 17, 24, 280  
   value-oriented, *see* value-oriented justice  
   welfare state, 265, 285  
   well-being, 280, 282, 283, 285, 333  
 language, 3  
   access to justice, 18  
   alternative dispute resolution, 92  
   barriers, 91, 133, 315  
   cost risk, 79  
   costs, and, 78  
   documents, of, 74, 79  
   ECC-Net, 315  
   enforcement, 79  
   lawyers, 59  
   legal aid, and, 58  
   small claims, 79  
 Legal Affairs Committee (JURI), 255, 256, 257, 258  
 legal aid, 20–3, 25, 53, 58

## SUBJECT INDEX

397

- access to justice, and, 20–3
- cross-border, 22, 54, 57, 59, 60
- directive, *see* Legal Aid Directive (2003)
- European Agreement on Transmission of Applications of Legal Aid (1977), 53
- Florence Access-to-Justice Project, and, 22, 53
- Hague Convention on International Access to Justice (1980), 53
- Tampere Council, 54
- Legal Aid Directive (2003), 53–60
  - alternative dispute resolution, 56
  - application stage, 55
  - appointing lawyers, 58
  - awareness, lack of, 59
  - competent authorities, 55
  - costs, and, 55
  - guidelines, lack of, 150
  - Legal Aid Directive report (2012), 57–60
  - main proceedings, 55, 56
  - standard application form, 56
- legal insurance, 145, 204, 220
- liberalism, 284–6
  - mandatory law and, 288
  - market regulation, and, 284
  - party autonomy, and, 288
  - paternalism, and, 284–6
  - soft paternalism, and, 286–8
  - third-party intervention, and, 286–8
- mandatory law, 288–91
  - consumer law, and, 244, 285, 288–95
  - criticism, 291
  - fairness, and, 285, 290
  - liberalism, and, 285, 292
  - party autonomy, and, 285, 289
  - paternalism, and, 285
  - preferential-law test, and, 250
  - Rome I Regulation, and, 239, 246, 249, 250
- maximum harmonisation, 185
  - approach, 175, 184
  - business interests, 276
  - CESL, and, 186, 206
  - consumer acquis, and, 173, 174
  - consumer laws, and, 275, 276, 324
  - consumer perspective, 185
  - CRD, 178, 184, 185
  - CRD Proposal, 174
  - defragmentation, 264
  - European Commission, and, 173, 181
  - full harmonisation, and, 264
  - inflexibility, 276
  - Member States, and, 158, 159, 163, 325
  - minimum harmonisation, versus, 48, 163, 263, 275, 328
  - Package Travel Directive proposal, and, 187
  - Policy shift, 48, 324
  - problems with, 159, 176, 275, 324–8
  - shift to, 48, 159, 164
  - social justice, and, 159
  - standard of protection, 175, 176, 328
  - Timeshare Directive, new, and, 184, 187
- Mediation Directive (2008), 83–9
  - ADR Directive, and, 90–7
  - Mediation Directive Proposal (2004), 87
- minimum harmonisation
  - approach, 163, 332
  - consumer acquis, and, 171, 173, 263
  - fragmentation, and, 263, 264
  - high-level, 328, 329, 332, 334
  - maximum/full harmonisation, versus, 48, 163, 263, 275, 328
  - Member States, and, 41, 164, 185, 275
  - national interests, 263
  - shift from, 48, 274, 275
  - standard of protection, 238, 328
- misleading advertising, 50, 65
- model standard contracts (CESL), 255
- multilayer interests, 118–24
  - collective actions, as, 122
  - collective redress, and, 121–4
  - Deutsche Telekom* case, 120
  - enforcement of consumer laws, and, 121
  - examples of, 118–21
  - mass damages, and, 123–4, 140–2
  - mass justice, 123
  - scattered damages, and, 124, 133–40

Cambridge University Press

978-1-107-07237-4 - European Consumer Access to Justice Revisited

Stefan Wróblewski

Index

[More information](#)

398

## SUBJECT INDEX

- non-valuing justice, 6, 16, 17, 18, 278, 280
- online dispute resolution, 25, 97, 101
  - ADR, and, 99
  - advisors, 100
  - availability, 320
  - complaints, 100
  - contact point, 100
  - criticism, 98
  - enforceability, 101
  - ODR Regulation (2013), 97–101
  - platform, 100
  - procedure, 99
- opt-in mechanisms, 132, 143
  - Collective Redress Recommendation (2013), 117
  - mass damages, and, 141–2
  - rational disinterest, and, 133
  - scattered damages, and, 133–4
- optional instruments, 200–2
- opt-out mechanisms, 132, 143, 144
  - Collective Redress Recommendation (2013), 146
  - concerns, 134, 136
  - deterrence effect, and, 133, 137
  - mass damages, and, 141
  - misuse, 138, 141
  - scattered damages, and, 134–8
- Package Travel Directive (1990), 170, 174
  - consumer acquis, and, 171, 172
  - Package Travel Directive Proposal (2013), 172, 174, 187
- party autonomy, 237, 288, 289, 290, 291
  - contractual fairness, 289–91
  - liberalism, and, 288–91
  - mandatory law, and, 288, 289
  - soft paternalism, and, 288
- paternalism, 284–6
  - hard, 284, 286–8
  - liberalism, versus, 284–8
  - soft, 286–8
- policy-making
  - balancing interests, 280
  - better law-making, 172, 263
  - consumer confidence, 297
  - consumer protection, 268, 275
  - directives, and, 163, 164, 166, 324
  - internal market, 263, 268, 275
  - justice, 13, 17, 156, 280
  - maximum harmonisation, 48, 275
  - minimum harmonisation, 163
  - procedural tools, 13
  - substantive laws, 164, 263, 264, 276
  - tensions, 264
- Price Indication Directive (1998), 170
  - consumer acquis, and, 171
- procedural laws, 33, 269–74, 320
  - access to justice, 17, 39
  - access to justice 2.0, 27, 28, 29, 161
  - availability, 270, 319
  - awareness, 269, 270, 319
  - broadening framework, 333
  - common deficiencies, 274
  - consumer empowerment, and, 319–23
  - consumer information, 292
  - development, 35
  - disciplinary sanctions, 323
  - effectiveness, 33, 319, 321
  - legislative approach, 269, 319
  - non-compliance lists, 321
  - sectoral problems, 274
  - skills/experience, 270, 319
  - technical, 270
  - trader compliance, 270
  - usability, 270, 319, 321
- Product Liability Directive (1985), 219
- proportionality, 75, 233
  - CESL, 206, 325
  - cost increase (collective redress), 78
- Proposal for a Regulation on a Common European Sales Law (2011), 167, 190, 209, 210
  - CESL Regulation Proposal, after, 255–62
- protection, 13, 26, 171, 234
  - consumer, *see* consumer protection level, 267, 325, 326
- rational disinterest, 38, 125, 128, 134, 140, 148
  - amounts in dispute, and, 38, 128, 133

## SUBJECT INDEX

399

- collective redress, and, 127, 129, 141, 147
- costs, and, 38
- individual redress, and, 133, 140
- mass damages, and, 140–2
- overcoming, 127, 134
- scattered damages, and, 128, 129, 133
- scattered rights, and, 125
- thresholds, 144
- remediation, 129, 131
  - deterrence, and, 129
  - interest in, 131
  - redress, and, 129
- Rome I Regulation, 237–54
- Round Table of European key stakeholders in the area of contract law, *see* Common European Sales Law (CESL), CESL Key Stakeholders Group, and
- satisfaction, 17, 280, 282, 283
  - consumer, 28, 264, 283, 288
  - individual well-being, and, 283
  - value-oriented justice, and, 27, 280
- sectoral consumer directives, 35, 163, 169
  - consumer acquis, and, 162, 169
  - Consumer Law Compendium, and, 42, 48, 171
  - defragmentation, 164
  - fragmentation, 164
  - minimum harmonisation, 163
  - shift from, 162, 164
  - withdrawal rights regime, 169
- simplification, 25, 70
  - better law making, 172
  - CESL, and, 217, 218, 259
  - consumer policy-making, and, 172
  - harmonisation, and, 172
  - internal market, 175
  - substantive laws, and, 325
- small claims, 77
  - costs, and, 78–9
  - language issues, and, 79
  - national regulation of, 72
  - Small Claims Green Paper (2002), 73
  - Small Claims Regulation (2007), 71–82
  - awareness, lack of, 77
  - communication means, alternative, and, 81
  - cost risk, and, 78
  - court fees, and, 78
  - ECC-Net ESCP Study (2012), 77–80
  - enforcing judgments, 73, 74
  - Eurobarometer ESCP Study (2013), 80–1
  - fast judgments, and, 77
  - language-based risks, and, 79
  - oral hearings, 78, 81
  - practical issues, 76
  - procedure, 73–5
  - Small Claims Regulation Proposal (2013), new, 81, 82
- social justice, 159, 281–3
  - equal distribution, and, 281
  - harmonisation, and, 156, 158
  - law and economics, and, 156
  - market stimulation, and, 295
  - policy-making, and, 13, 157, 281
  - Social Justice Manifesto, 156, 157, 158, 281
  - value-oriented justice, and, 155
  - welfare state, and, 265, 281
  - well-being, and, 282
- standard terms, 102, 292–5, 300
- standardisation, 245,
  - see* harmonisation
- directives of, 171
- level of, 263
- Stockholm Programme, 57
- Study Group on a European Civil Code (SGECC), 195, 196, 197, 203
- substantive laws, 274–6
  - access to justice, 18, 25, 27
  - access to justice 2.0, 28, 29, 280
  - binding underlying principles, and, 330
  - consumer confidence, and, 277, 278, 328
  - consumer empowerment, and, 323–32
  - development of, 163, 274
  - harmonisation, 274, 324
  - high-level minimum harmonisation, 329

Cambridge University Press

978-1-107-07237-4 - European Consumer Access to Justice Revisited

Stefan Wróblewski

Index

[More information](#)

400

## SUBJECT INDEX

- substantive laws (*cont.*)
  - legislative approach, and, 323–32
  - maximum harmonisation, 333
  - minimum harmonisation, 263, 274
  - model laws, and, 330
  - national differences, in, 328
  - policy-making, shift in, 263, 274, 324
- Tampere Council, 54, 61, 72, 86, 87
- test cases, 107, 108, 132, 134
  - collective redress, 120, 144
  - enhanced, 142
  - mass damages, 141, 142
  - scattered damages, 133, 137
- third-party funding, 118, 146
- third-party intervention, 286–95
  - consumer confidence, and, 288
  - consumer empowerment, and, 300, 302–19
  - criticism, 286
  - ECC-Net, 302
  - imbalance of power, 291
  - information, lack of, 291
  - liberalism, and, 284–8
  - mandatory law, and, 288–91
  - need for, 295
  - party autonomy, 288
  - paternalism versus liberalism, 284
  - paternalism, and, 284–8
  - soft paternalism, 286–8
  - types of, 283, 301
- Timeshare Directive (1994), 185
  - Consumer Acquis Green Paper (2007), 172
  - consumer acquis, and, 170
  - maximum harmonisation, 187
  - minimum harmonisation, 174
- Timeshare Directive (2009), 174, 175, 187
- traders
  - clarity, 217, 218
  - compliance, 41, 47, 201, 300
  - EEN, and, 317, 318, 319
  - ECC-Net, and, 318, 319
  - interest representation, 109, 177, 203
  - legal knowledge, lack of, 92, 317
  - mandatory participation in ADR, 96, 97
  - rogue, 69
- trust, *see* consumer trust
- unfair commercial practices, 50, 65
  - UCPD (2005), 166
- unfair contract terms, 50, 300
  - contractual freedom, and, 289
  - fighting, 316
  - national rules, and, 182
  - UCTD, *see* Unfair Contract Terms Directive (UCTD) (1993)
- Unfair Contract Terms Directive (UCTD) (1993), 97, 102, 214
  - consumer acquis, and, 170
  - CRD, 177, 178
  - CRD Proposal, 174, 176, 182
- unwillingness to sue theory, 124, 125
- value-oriented justice, 6–18, 155–61
  - consumer, 27, 29, 161, 278
  - consumer confidence, and, 280
  - consumer interest representation, 300, 306
  - law making, 280
  - need for, 278
  - parameters, 280
  - policy-making, and, 17–25, 27, 280
  - procedure, and, 17
- welfare state, 22, 265
- well-being, 281–3