

Contents

<i>List of figures, tables and boxes</i>	vii
<i>List of contributors</i>	viii
<i>Table of cases</i>	x
1. Introduction <i>Christopher Hodges and Astrid Stadler</i>	1
2. CADR and settlement of claims – a few economic observations <i>Michael Faure</i>	38
PART A SETTLEMENTS OF MASS CLAIMS	
3. Enforcing mass settlements in the European Judicial Area: EU policy and the strange case of Dutch collective settlements (WCAM) <i>Xandra E. Kramer</i>	63
4. Collective settlements in the Netherlands: some empirical observations <i>Ianika Tzankova and Deborah Hensler</i>	91
5. Settlement and its pitfalls in England and Wales <i>Christopher Hodges</i>	106
6. Class actions and settlement culture in Canada <i>Jasminka Kalajdzic</i>	132
7. America's dynamic and extensive experience with collective litigation <i>Richard Marcus</i>	148
8. Mass settlements in Australia <i>Michael Legg</i>	172
9. The legislation and judicial practice of China's group action <i>Zhang Wusheng and Liao Haiqing</i>	204
PART B CONSUMER ALTERNATIVE DISPUTE RESOLUTION	
10. The origins and evolution of consumer dispute resolution systems in Europe <i>Naomi Creutzfeldt</i>	223

11. Out-of-court settlement of consumer disputes in financial services	247
<i>Iris Benöhr</i>	
12. Public enforcement and A(O)DR as mechanisms for resolving mass problems: a Belgian perspective	270
<i>Stefaan Voet</i>	
13. Online dispute resolution in the EU and beyond – keeping costs low or standards high?	293
<i>Julia Hörnle</i>	
<i>Index</i>	315