

Jens M. Scherpe

Außergerichtliche Streitbeilegung in Verbrauchersachen

Ein deutsch-dänischer Rechtsvergleich

[Out-of-court Settlement of Consumer Disputes. A Comparison of German and Danish Law. By Jens M. Scherpe.]



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Out-of-court settlement of disputes or alternative dispute resolution is becoming increasingly important throughout the world, particularly in consumer matters. Despite recent attempts, Germany, unlike other member states of the European Union, still lacks a set of legal rules for the out-of-court settlement of consumer disputes. This may also be a reason why alternative dispute resolution is still not practiced as much in Germany as it is in other countries. Jens M. Scherpe describes the existing legal rules laid out by the European Union as well as those in Germany and Denmark and examines the way the existing bodies for out-of-court settlement of disputes work in the banking and insurance sector in both countries. By comparing rules, results and requirements, he develops standards for out-of-court settlement institutions and procedures.

Jens M. Scherpe Geboren 1971; Ausbildung zum Bankkaufmann; Studium der Rechtswissenschaft in Berlin und Kopenhagen; 2002 Promotion; Wissenschaftlicher Referent am Max-Planck-Institut für ausländisches und internationales Privatrecht, Hamburg.

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