

4th International Conference **ON CONSUMER ARBITRATION**

For an effective
protection of rights

PROGRAM



Barcelona, 20 and 21 November 2025

consumcat



**Generalitat
de Catalunya**



**Junta Arbitral
de Consum
de Catalunya**



Càtedra UB-ACC
Estudis de Consum i Resolució
Alternativa de Litigis

UNIVERSITAT
DE BARCELONA

Generalitat de Catalunya
Agència Catalana del Consum

Barcelona, 20 and 21 November 2025

Auditorium of the Administrative District of the Generalitat de Catalunya, Government of Catalonia (carrer del Foc, 57, Barcelona)

Conducted by journalist **Elisenda Camps**

In a globalised economy, where consumption is a driver of change, it is necessary to work to ensure comfortable, fair and equitable relations between citizens and businesses, which are essential in an advanced country that is mindful of the needs of everyone.

It is in this context that consumer arbitration reflects the public-private partnership, needed to drive social transformation that will enable us to face the challenges of the future and allow the business community to adapt to the needs of its customers in a personalised way.

Arbitration is an effective, agile, impartial and free extrajudicial tool that benefits everyone, is close to the parties involved and takes into account the context of the relationship between the company and the consumer in question. Furthermore, it demonstrates the willingness of companies to improve and strengthen customer service and thus contribute to a more balanced market between the different agents that comprise it, which in turn leads to an increase in people's quality of life.

The aim of the conference is to reflect on and discuss the need to take a step forward to guarantee a mandatory arbitration system, especially in those sectors that provide basic and essential services and necessities. Thus, focusing on the following aspects:

- Consumer arbitration as a true form of 'local justice'.
- The role of arbitration in a context in which the courts are increasingly overwhelmed by consumer claims against certain sectors.
- The experience of consumer arbitration boards as guarantors of the success of arbitration as a dispute resolution system.
- The current regulatory framework for consumer dispute resolution in the EU.
- Consumer satisfaction and the improvement of customer service.

9-9:30 AM	Accreditations			
9:30-9:40 AM	Opening			
9:40-10:10 AM	Inaugural Conference Speaker: Daniel Innerarity (Ikerbasque Research Professor, UPV/EHU & Head of Globernance, Institute for Democratic Governance)			
10:10-10:45 AM	Coffee break			
10:45-12:15 AM PM	Round Table “Is judicial protection truly effective for consumers?” Moderator: Isidor Garcia (Catalan Agency of Consumer Affairs)			
	Mariló Gramunt Fombuena , President of the Consumer Arbitration Board of Catalonia.	Francisco Javier Orduña Moreno , Professor of Civil Law and former Supreme Court Magistrate.	Paloma Pelegrín , Consumer Prosecutor at the Provincial	Pascual Ortuño , jurist and writer.
12:15-12:25 PM	Open Floor for Questions			
12:25-13:25 PM	Round Table “Consumer dispute resolution in Europe: present and future” Moderator: Rosa Gimeno (Catalan Agency of Consumer Affairs)			
	Laura Ballarín Cereza , Member of the Progressive Alliance of Socialists and Democrats in the European Parliament.	Fernando Viana , Director of CIAB – Consumer Arbitration Tribunal of Braga, Portugal.	Aida Gasiunaitė-Stavginskienė , Deputy Director of State Consumer Rights Protection Authority of Lithuania.	Ilaria Amelia Caggiano , Full Professor in Private Law at Suor Orsola Benincasa University in Naples, Italy.
13:25-13:35 PM	Open Floor for Questions			
13:45 PM	End of First Day			

9:30-10:30 AM Round Table

“Consumer arbitration: a key tool for agile, effective, fair, and accessible resolution” Moderator: **Alicia Menéndez** (Deputy Director of the Secretariat of the Council of Consumers and Users)

Tiziana Tallaro,
General Director of
Confianza Online.

**Blanca Rivas
Roige**, President
of the Consumer
Arbitration
Board of Vila-
franca del Pene-
dès.

**Juan Manuel
Velázquez Gar-
deta**, President of
the Consumer
Arbitration
Board of Euskadi

**Xavier Hormi-
gos**, President of
the Transport
Arbitration
Board of Catalo-
nia.

10:30-10:40 AM Open Floor for Questions

10:40-11:10 AM Coffee Break

11:10-12:10
AM PM

Round Table

“How to promote better consumer protection?”
Moderator: **Elisenda Camps** (journalist)

Alexandre Biard, head
of Enforcement and
Competition at Euro-
pean Consumer Organi-
sation BEUC.

Xènia Escoda Argilés,
Lawyer at the Organisa-
tion of Consumers and
Users of Catalonia
(OCUC).

**Jordi Sànchez i Pican-
yol**, Director of Social
Rights at the Catalan
Ombudsman.

12:10-12:20 PM Open Floor for Questions

12:20-13:20 PM Round Table

Is consumer arbitration a plus for businesses?”
Moderator: **Elisenda Camps** (journalist)

**Maria José Gallego
Morales**, Legal &
Assurance, Data &
Consumer Affairs
MASORANGE.

**Ernesto Alejandro
Suárez Puga**,
CaixaBank Banking
Law Lawyer.

Àlex Mestre Perolada,
President of the Council
of the College of Insu-
rance Mediators.

13:20-13:30 PM Open Floor for Questions

13:30-13:40 PM Closing

13:45 PM Appetizer time