

Alternative Dispute Resolution Schemes



Number of interviews:
10.807

Number of interviews:
400

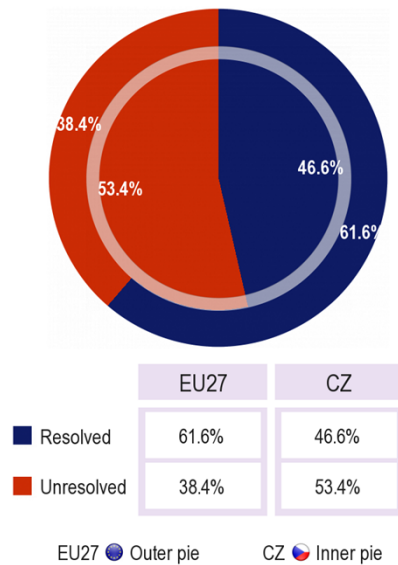
Fieldwork:
19/03 - 04/04/2012

Fieldwork:
19/03 - 28/03/2012

Methodology: telephone

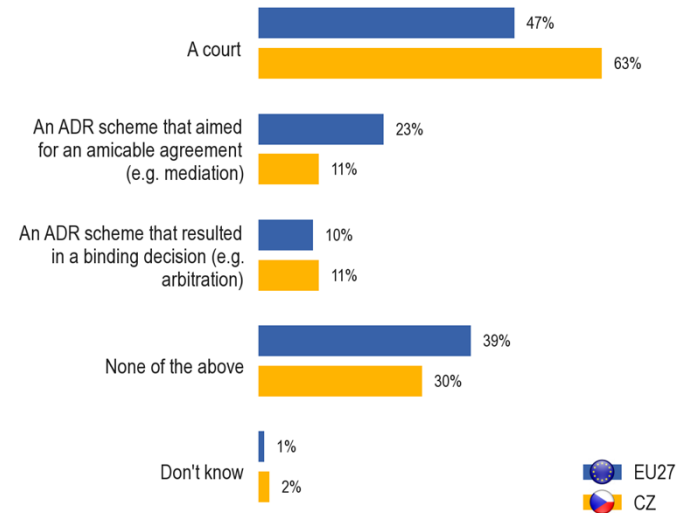
1. Experiences with disagreement/ dispute resolution

Q3.1. Could you please estimate what proportion of disagreements/disputes with other businesses located in (OUR COUNTRY) has been resolved? - Average



Base: All companies that have had at least one disagreement with another company located in (OUR COUNTRY) (N=3867)

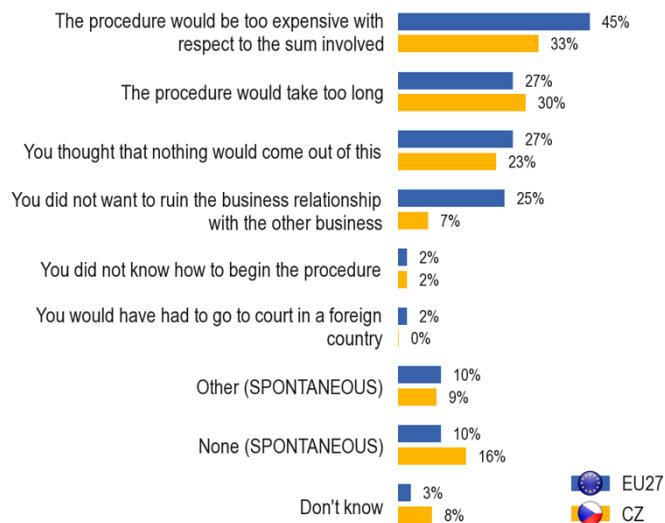
Q4. Have you ever used the following means of resolving a disagreement/dispute with another business?



Base: All companies that have had at least one disagreement with another company (N=4064)

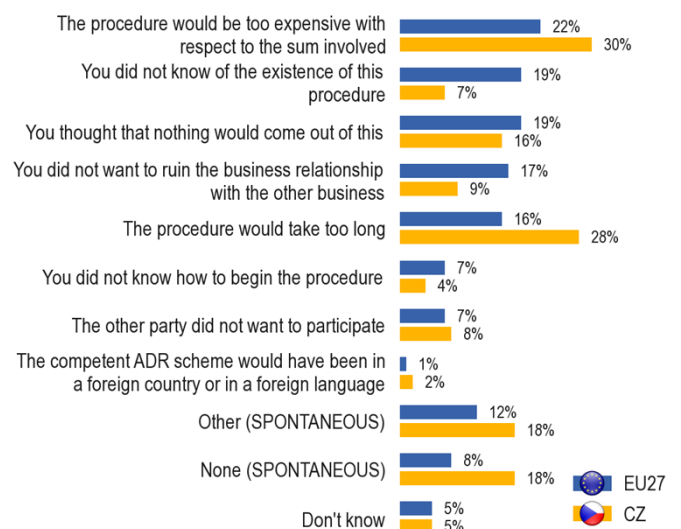
2. The use of different means of disagreement/ dispute resolution (1/2)

Q7.1. Thinking about the last time you encountered a disagreement/dispute with another business where you did not go to court, why did you decide not to go to court?



Base: All companies that have had at least one disagreement with another company (N=4064)

Q7.2. Thinking about the last time you encountered a disagreement/dispute with another business where you did not use an ADR scheme resulting in a binding decision, why did you decide not to use an ADR scheme resulting in a binding decision?



Base: All companies that have had at least one disagreement with another company (N=4064)

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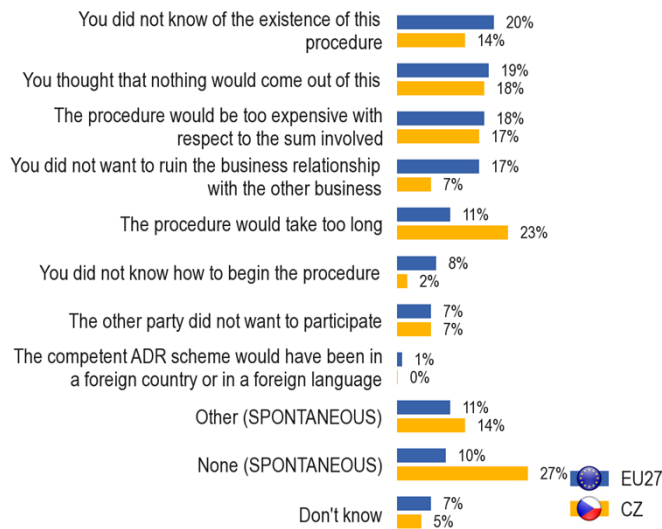
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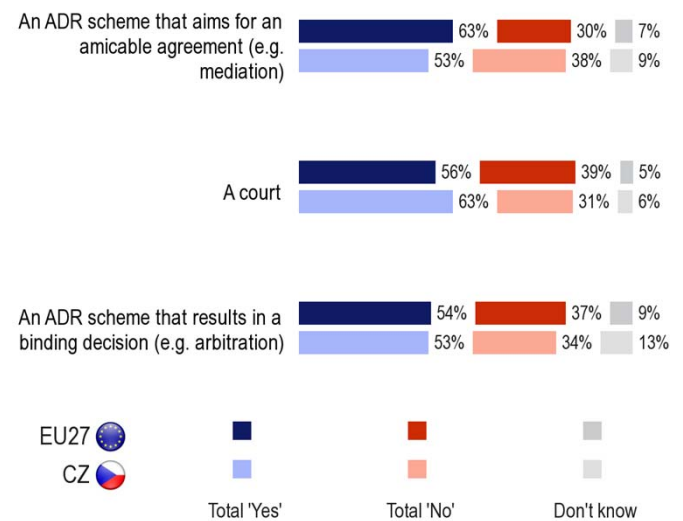
3. The use of different means of disagreement/ dispute resolution (2/2)

Q7.3. Thinking about the last time you encountered a disagreement/dispute with another business where you did not use an ADR scheme aiming for an amicable agreement (e.g. mediation), why did you decide not to use an ADR scheme aiming for an amicable agreement?



Base: All companies that have had at least one disagreement with another company (N=4064)

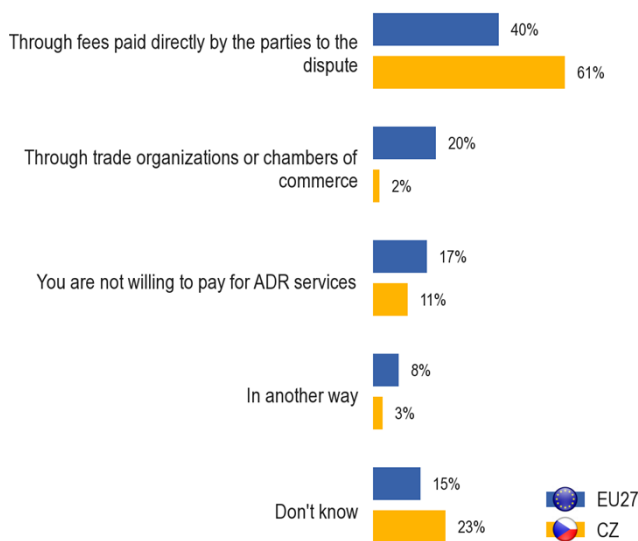
Q11. To resolve future disputes with other businesses, would you consider using...?



Base: All companies that have had at least one disagreement with another company (N=4064)

3. Future considerations about disagreement/ dispute resolution

Q12. How would you be willing to pay for ADR services (e.g. mediation, arbitration)?



Base: Companies that would consider using an ADR in the future (N=2792)

Q13. When using an Alternative Dispute Resolution (ADR) scheme, what would you or do you consider as the three most important aspects? This procedure should be...



Base: All companies that have had at least one disagreement with another company (N=4064)