



ODR EXPERT GROUP MEETING – 14 May 2013

Albert Borschette Meeting Centre (Room AB-4C)

36, Rue Froissart, 1040 Brussels

PROGRAMME

1. **INTRODUCTION** [10h00 - 10h15]
2. **CASE MANAGEMENT FUNCTIONS – NATIONAL ODR SYSTEMS** [10h15 - 11h45]
 - Presentation of the case management functionalities of the Danish ODR System (*Torben B. Olesen, Danish Competition and Consumer Authority*)
 - Presentation of the case management functionalities of the Italian ODR System ConciliaCamera (*Vito Giannella, InfoCamere*)
3. **PROPOSALS ON BACK OFFICE – ODR PLATFORM** [11h45 – 15h00]*
 - Proposals for the prototype of the back-office of the ODR platform (*Rebecca Vanhecke/Caroline Fabre, DG SANCO, "Information systems" team*)
4. **DISCUSSION ON BACK OFFICE PROPOSALS** [15h00 – 16h15]
5. **ACCESSIBILITY ISSUES** [16h15 – 16h45]
 - Presentation on accessibility tools of the UK Financial Ombudsman Service (*Adrian Dally, Financial Ombudsman Service*)
6. **CONCLUSIONS AND PREPARATION OF NEXT MEETING** [16h45 - 17h00]

* *The lunch break will take place between 12h30 and 14h00.*