



# Conference Alternative Dispute and Complaints handling



26th of May 2011, 12 a.m.



Berlin, Hotel Dorint (was hotel Intercontinental), Budapester Str. 2, 10789 Berlin

Handling of disputes between clients and real estate companies – Conference

- 12.00 a.m.** Opening of the Conference  
Alternative Dispute Resolution from the point of view of the EU Commission  
David Mair, Head of Unit B1 Consumer Markets, Health and Consumers Directorate  
General, European Commission
  
- 12.30 p.m.** Complaints handling procedure for real estate agents, requirements of the  
EN 15733 and examples from Associations  
Anton Holzapfel, OVI, Austria, examples from various countries  
Discussion
  
- 01.00 p.m.** The Ombudsmann Immobilien IVD in Germany  
Dr. Peter Breiholdt, Germany
  
- 01.30 p.m.** The Property Ombudsman  
Christopher Hamer, England
  
- 02.00 p.m.** Conclusions, end of the Conference

