

Setting the Standards for Alternative Dispute Resolution (ADR) in the Metaverse

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Outline

- Metaverse-related disputes: types
- Dispute resolution methods in metaverse platforms T&C
- Limitations of court adjudication and arbitration of metaverse-related disputes
- ODR and ADR standards
- What effectiveness criteria and standards of ADR the metaverse needs?

Metaverse-related disputes

inter-platform disputes

user v. user

user v. platform

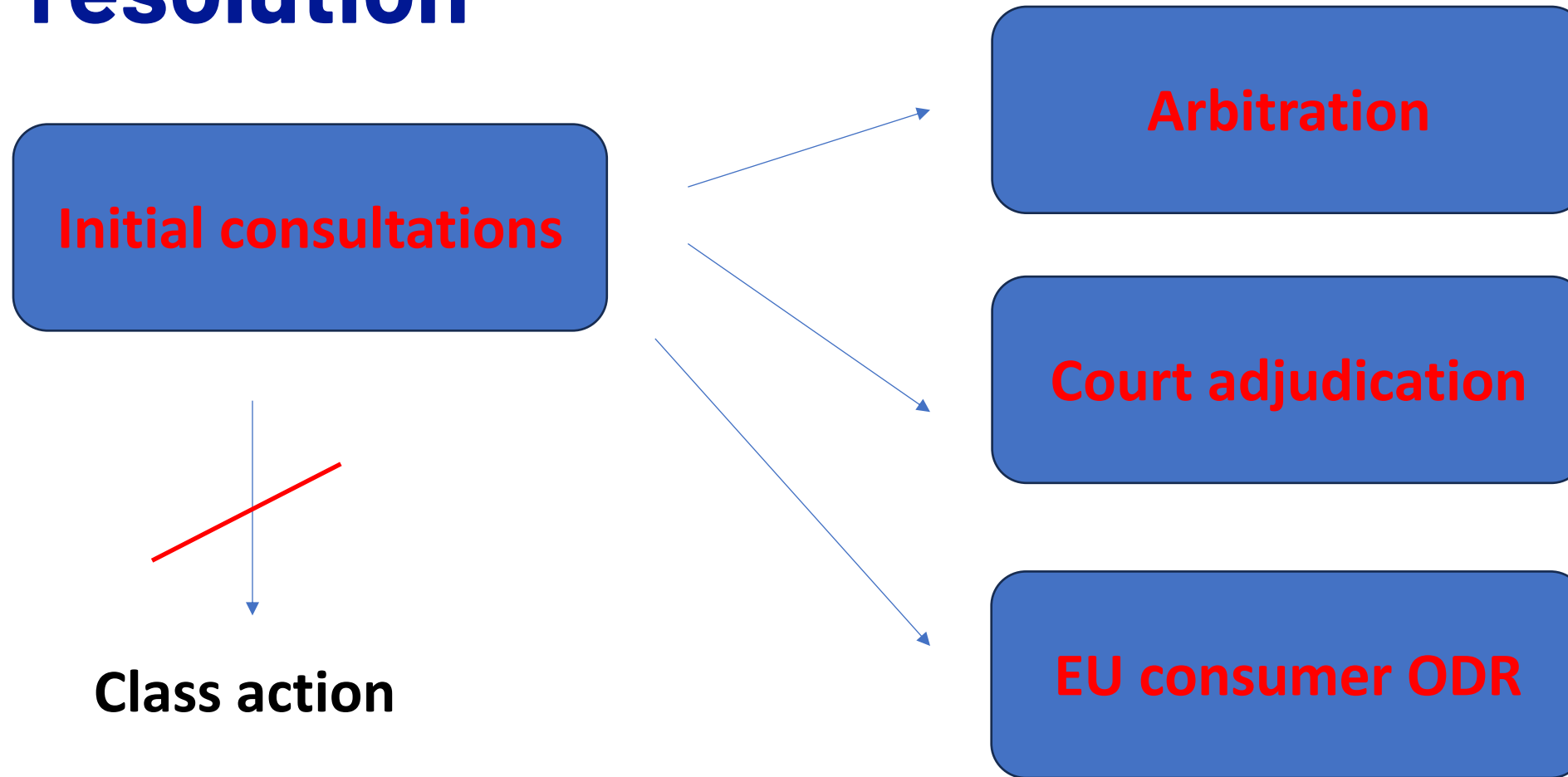
outer-platform disputes

3rd person v. platform

3rd person v. user

public body v.
platform

Metaverse platforms T&C: dispute resolution



Arbitration for metaverse-related disputes

- Expertise and impartiality of a neutral
- Enforceable arbitral award
- Developed online arbitrational proceedings
- Fast(er)
- Confidentiality
- **High costs**
- **Duration of proceedings**
- **Confidentiality**
- **Enforceability of arbitral award**

ODR standards

- Accessibility
- Accountability
- Competence
- Confidentiality
- Equality
- Fairness and Impartiality
- Legality
- Security
- Transparency



NCTDR
The National Center for
Technology & Dispute Resolution

UNGP effectiveness criteria for dispute resolution

- Legitimacy
- Accessibility
- Predictability
- Equitability
- Transparency
- Rights compatibility
- a Source of continuous learning



What do users want?

- Access to justice
- Efficient and fairly dispute resolution
- Clear pathway to and through dispute resolution process
- Responsiveness of dispute resolution to the culture and context

What do platforms want?

- Reputation and trust within the users
- Efficient and fairly dispute resolution
- Prevent disputes
- Minimize adjudication

What does society want?

- Strengthening culture of amicable dispute resolution
- Enhancing real-world dispute resolution with new experiences of metaverse dispute resolution

What effectiveness criteria and standards of ADR the metaverse needs?

- Availability
- Accessibility
- Awareness
- Fairness and Impartiality
- Security
- Enforceability of awards and settlement agreements
- a Source of continuous learning

**Thanks
for your attention**

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