

Food disputes New solutions

21 January 2019

The Center for Amicable Resolution of Food Disputes (CPRSŻ) has been established as the first authorized institution in Poland, and the only one in Europe, specializing exclusively in resolving disputes involving food. Marta Gadomska-Gołąb and Dr Aleksandra Kunkiel-Kryńska, who co-head our Consumer, Regulatory & Life Sciences practice, have been appointed as mediators and conciliators at the center.

Fast and effective resolution of consumer disputes

CPRSŻ was established at the Polish Federation of Food Industry employers' union (PFPŻ ZP). The new institution will support businesses and consumers in mediation of disputes involving food products. Thanks to the center, disputes involving the purchase of foods can be quickly and efficiently resolved. Conflicts may involve commercial quality, food information, and labeling. Disputes involving promotional contests and lotteries, and all forms of communications with consumers, can also be resolved through the center.

Creation of the center is an expression of social responsibility on the part of food producers. The founders of the center hope that most food producers will indicate CPRSŻ as an alternative method for resolving disputes out of court.

The team at the center is made up of lawyers with experience resolving consumer disputes and outstanding knowledge of food law. CPRSŻ will also ensure the independence and impartiality of the persons handling each case. In cases requiring specialized knowledge on product quality, food technology, or advertising, the center will enable the use of expert opinions.

Procedure

The rules for conducting proceedings at CPRSŻ are convenient and informal, to facilitate the use of this mechanism by businesses and consumers. The entire dispute can be resolved using the center's online platform, where the parties can file applications and present their arguments. Once the case is entered in the system, the parties will receive a code enabling them to communicate electronically, including access to documents filed in the matter.

The Center for Amicable Resolution of Food Disputes is entered in the register of institutions authorized to conduct alternative resolution of consumer disputes, maintained by the president of the Office of Competition and Consumer Protection (UOKiK). It is also listed as an ADR institution by the European Commission and registered on the online dispute resolution platform operated by the Commission.



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At a press conference on this initiative, UOKiK vice president Dorota Karczewska encouraged consumers and businesses to take advantage of the possibilities offered by the center. She also encouraged businesses from other industries to develop projects of this kind.

Our experts named mediators

Marta Gadomska-Gołąb specializes in regulatory issues connected with product safety and civil matters connected with trading in products, particularly in dealings with consumers. She also practices pharmaceutical and food law, product liability, and advertising law, including advertising of regulated products. She has 13 years of experience providing legal advice to businesses. She works for leading companies from the sectors of pharmaceuticals, food, FMCG, home appliances and electronics, clothing and furniture.

Dr Aleksandra Kunkiel-Kryńska specializes in consumer law. She has extensive experience advising Polish and foreign companies from the sectors of electronics, home appliances, food, FMCG, textiles, furniture and cosmetics. For over a decade she has worked for leading manufacturers, importers, distributors and retailers, providing comprehensive legal advice across the field of consumer law, including product safety, consumer claims, warranties, contract law and advertising law.

How can we help?

We provide comprehensive legal advice to producers and sellers on issues of product quality, labeling, and consumer claims. We advise on development of strategies for protection against consumer claims and represent clients in disputes. We work every day for leading producers, importers, distributors, and retailers in Poland.

The information in this document does not constitute legal advice. If you would like legal advice or more detailed information, please contact the above-named lawyers.

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