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Online Dispute Resolution in Real Estate Transactions: A Scalable Model for International Investors

Leandro Daroit Feil

Lawyer, graduated in Law from the University of Paraná (UNIPAR), specialist in Tax Law from the Brazilian Institute of Tax Studies (IBET), and currently studying Theology.

Summary
The internationalization of real estate investment expands opportunities while exposing parties to conflicts of laws, information asymmetries, travel costs, and cross-border enforcement difficulties. This article examines how online dispute resolution (ODR) can be structured to prevent and resolve contractual disputes in international real estate transactions. Through a narrative review and documentary analysis, it articulates the literature on dispute system design, UNCITRAL technical notes, international mediation instruments, Hague Conference conventions, and data protection standards. It proposes a scalable framework comprising preventive diagnosis, assisted negotiation, online mediation, verifiable formalization, and referral to the competent court for residual matters. It concludes that scalability depends not only on technology; it also requires legal screening, informed consent, impartiality, accessibility, information security, and a distinction between available rights and matters mandatorily subject to the law or jurisdiction of the property's location.
Keywords: online dispute resolution; real estate transactions; mediation; international investors; private international law; dispute system design.

Introduction

Cross-border real estate investment combines geographically fixed assets with participants, while capital and documents span jurisdictions. This configuration creates a structural tension: the transaction can be negotiated digitally, but ownership, registration, licensing, and other aspects remain linked to the property's local regulations. Conflict resolution is therefore necessary to reconcile remote efficiency with mandatory rules that private agreement cannot override.

Katsh and Rifkin (2001) described technology as a “fourth party” capable of organizing communication, information, and choices in the resolution process. Subsequently, Rabinovich-Einy and Katsh (2017) argued that digital systems can also act preventively by revealing conflict patterns. This perspective is relevant to real estate transactions, in which disagreements often arise from incomplete documentation, incompatible contractual expectations, o r communication failures.

The UNCITRAL Technical Notes (2016) define descriptive and non-binding parameters for ODR. Supported by justice, transparency, due process, and accountability. The document does not create a uniform system and does not resolve specific real estate issues. Its usefulness lies i n o ffering Design principles that can be adapted, p rovided the platform identifies them beforehand. Limits of jurisdiction, arbitrability, availability of rights, and protection of vulnerable parties.

The research problem consists of determining which legal, procedural, and components

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Technological advancements allow real estate contract disputes, aligned with international standards without creating false regulatory uniformity. The goal is to build a framework for analysis, not a universal rule of competence or execution.

Methodology

A qualitative, exploratory, and descriptive research approach was adopted, based on narrative review and documentary analysis. Works on dispute resolution and system design, scientific articles . Classics prior to the selection process were retained when indispensable to the system's conceptual formation of the field.

The analysis w as organized into eight axes: nature of real estate disputes; fundamentals o f ODR; Negotiation and me retained classics prior to the selection process ediation; scalable design; jurisdiction and applicable l aw; formalization a nd execution; data protection and governance. The method does not empirically test a platform or estimate data protection and Governance cost or duration reduction. Consequently, the framework must be validated in e ach jurisdiction. and type o f operation.

1. Legal and e conomic structure o f international real estate disputes

International real estate transactions involve contractual, registration, urban planning, and tax risks; environmental, financial, and informational factors. Not all are remediable in the same way. Disagreements regarding declarations and guarantees, schedule, payment, document delivery, and post-payment obligations.

Closures tend to allow for composition, while the validity of registration, erga omnes effects, and administrative powers depend on applicable legislation and may require action by an authority. public. The physical immobility of the asset makes the lex rei sitae a recurring starting point in law private international law. This connection does not mean that every dispute must be litigated.

In person, but it prevents the assumption that the contractual choice of law or platform neutralizes the normative imperatives of the property's location. The HCCCH (2005) e xcludes from the r egime of the convention on choice of forum certain real rights over real e state, highlighting t he n eed to qualify the matter before definition of the procedure.

Beyond the legal d imension, there is informational a symmetry. Non-resident i nvestors may d epend from intermediaries to understand titles, encumbrances, zoning, physical c onditions, and l ocal p ractices. A ODR does n ot automatically correct this inequality; it may even widen i t when one p arty

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dominates language, technology, or documentation. The s creening should i dentify the need f or translation or assistance. independent and e quivalent access to r elevant records.

Conflicts also vary depending on tpublished between 2005 and 2024, and documents from UNCITRAL, HCCH, t he European Union, and the Brazilian legal system were examinedhe phase of the operation. In the formation phase, information predominates, proposal, deposit and d ue d iligence; in t he execution phase, default, delay a nd asset c ondition arise; After the closure, c ompensation, guarantees, a nd administration fees a rise. A s calable system n eeds classify t he dispute by phase a nd n ature to choose the appropriate path, instead of applying a single flow f or all cases.

Prevention is i ntegrated into the design. Mnookin a nd Kornhauser (1979) d emonstrated that b argaining occurs "In the shadow of the law": expectations about legal a lternatives influence agreements. In transactions international agreements, clear clauses regarding n otifications, a pplicable law, j urisdiction, mediation, language, and documents.

Setting deadlines r educes uncertainty and makes negotiation more informed the f irst requirement o f the framework i s, t herefore, a map of controversies. It m ust separate rights available c ontractual matters, r egistration issues, regulatory o bligations, a nd i ssues involving third parties.

This classification d efines what can be resolved by agreement a nd what r equires c onfirmation. registration or d ecision of a competent a uthority.

2. Fundamentals and architecture of online dispute resolution

ODR is not merely videoconferencing. Mania (2015) describes the f ield as a n integration o f methods consensual o r a djudicatory with communication and i nformation management technologies. The architecture

This may include electronic intake, diagnostics, asynchronous negotiation, s ynchronous mediation, a nd secure exchange. of documents, signing and m onitoring o f the a greement.

Katsh and R ifkin (2001) i dentify convenience, expertise, and t rust as central elements. In international r eal estate d eals, c onvenience r educes travel, but trust d epends o n authentication, confidentiality, n eutrality, and p redictability. A fast i nterface without guarantees.

Ensuring identity or document integrity does not constitute a reliable solution.

The UNCITRAL technical notes (2016) recommend simplicity, speed, fairness, and transparency; clear communication about the process is essential. Because t hey are n ot binding, t hey d o not r eplace legislation.

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Neither national nor contractual. The design must clearly state whether each step is v oluntary or m andatory.

The role of the neutral p arty, the costs, the d eadlines, and the effects of the o utcome.

Asynchronous processes a llow participation in different time zones and r eflection before r esponding. Synchronous processes f avor immediate interaction and e xploration of i nterests. The choice should reflect complexity, urgency, and the n eed for communication. Documentary i ssues can b egin.

Asynchronously, while relational impasses may justify a mediated session scalability stems f rom modularity forms and d ecision trees can o rganize data.

Common, but they must make room for narratives and exceptions. Rabinovich-einy a nd Katsh (2017) warn that d igitization can transform the d ispute r esolution system; therefore, c riteria i ncorporated into software needs t o be g overned a nd a uditable.

The s econd requirement o f t he framework is a layered architecture: preventive information, n egotiation direct, a ssisted negotiation, mediation, and residual r eferral. T he transition between l ayers must to depend o n consent, r isk, and c omplexity, and not j ust on t he automatic f ailure of a step previous.

3. Online negotiation and mediation in real estate disputes

Negotiation i s the s tage w ith the g reatest a utonomy for the p arties. Fisher, Dury, a nd P atton (2011) propose s eparating

People a nd p roblems, focus o n interests a nd u se objective criteria. I n the e nvironment

In real e state, criteria m ay include r eports, s chedules, repair q uotes, adjustment clauses, and...

Documentary standards, p rovided that t heir o rigin a nd r elevance are verifiable.

The platform c an structure p roposals, counter-proposals, and p oints o f convergence, b ut i t s hould not.

Manipulate c hoices in a n opaque w ay. I nterfaces, default d eadlines, and option o rdering influence t his. Behavior. Transparency requires i nforming h ow recommendations a re g enerated and allowing f or r eview. human beings w hen architecture can s ubstantially affect the o utcome.

Mediation adds an i mpartial third p arty that facilitates c ommunication w ithout imposing a d ecision. Directive 2008/52/EC sought t o promote m ediation in c ross-border civil a nd commercial d isputes a nd to provide p redictability to c onfidentiality and e xecution. Its regional s cope does not authorize transplantation.

These are rules that apply to any country, but illustrate relevant institutional requirements.

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In Brazil, Law No. 1 3.140/2015 regulates mediation between private parties and establishes principles such as impartiality, equality, o rality, informality, a utonomy, pursuit of consensus, Confidentiality a nd good faith. The 2015 CPC also values consensual solutions. In operations International standards apply only w hen relevant t o B razilian law.

The mediator's c ompetence s hould i nclude d igital conduct, conflict o f i nterest management, a nd an understanding of Real estate transactions. Procedural neutrality does not e quate t o legal advice. Parties they need t o be a ble to consult i ndependent p rofessionals, e specially when the a greement a ffects guarantees. taxes, r egistration or third-party rights.

The t hird requirement of the f ramework i s a n online m ediation protocol w ith identity v erification. conflict of interest declarations, confidentiality rules, document m anagement, b reaks for Advising and recording c onsent. Technology should support self-determination, not convert i t into a f ormal click.

4. Designing a scalable, risk-driven model

Scaling means consistently meeting h igher volume d emands w ithout e liminating proportional a nalysis to the r isk. Susskind (2019) argues that the d igital transformation o f justice r equires r edesign of processes, a nd not s imply electronic reproduction of old practices. I n real estate m atters, t his this involves differentiating b etween r epetitive disputes a nd controversies involving h igh value a nd multiple issues. non-waivable jurisdictions or r ights.

The i ntake should c ollect identity, capacity, l ocation o f the p arties, property s tatus, nature of t he Law, contract, termination c lause, l anguage, and urgency. T his data allows for l egal triage. initial. The platform s hould not a utomatically c onclude on c ompetence or v alidity; it Should to highlight i ssues that r equire professional review.

A r isk matrix can combine i mpact, c omplexity, v ulnerability, urgency, and need.

External authority. L ow-risk cases follow s tructured n egotiation; intermediate r isk.

It r eceives m ediation; high-risk cases a re r eferred for legal r eview, arbitration, or the j udiciary. The parent c ompany

It needs to b e d ocumented a nd reviewed to avoid d iscrimination.

Templates i ncrease consistency, but t hey n eed to b e parameterized b y jurisdiction a nd type of business. C lauses f or residential p urchase, commercial lease, d evelopment or m anagement have distinct e ffects. R esponsible standardization m aintains required fields, version history, a nd legal a pproval for relevant c hanges.

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Indicators s hould m easure a ccess, participation rate, time per s tage, agreements, c ompliance, Reopening, s atisfaction, and distribution o f results. A n isolated agreement r ate c an encourage p ressure.

undue. Uncitral (2016) emphasizes accountability; t his requires e valuating not only e fficiency, but procedural f airness a nd the possibility of c ontesting t he d ecision.

The f ourth requirement i s governance b y risk l evels. Automation o rganizes r epetitive t asks; Mediators h andle interests and communication; l awyers analyze l egal consequences;

Authorities preserve p ublic matters. T his division prevents scalability from b eing c onfused with indiscriminate replacement o f human judgment

5. J urisdiction, applicable law a nd limits of p rivate autonomy.

The p resence of p arties in different c ountries does n ot a utomatically create a single applicable l aw. C ontract, Property, domicile, c onsumer, s ociety, and business structure c an all t rigger d ifferent connections.

Before t he O DR, one must examine clauses of l aw and jurisdiction, m andatory rules, a nd the p ossibility of recognition of the result.

The 2 005 Hague C onvention s eeks to ensure the e ffectiveness o f e xclusive choice-of-forum agreements i n matters.

international civil a nd commercial r ights, but e xcludes real p roperty rights and certain l eases. The e xclusion It is central: a forum c lause can organize contractual d isputes without n ecessarily to transfer exclusive jurisdiction over o wnership or r egistration.

The 2019 Hague convention g overns t he recognition and enforcement o f f oreign judgments, in internationally e ffective since 2 023, w ith i ts own scope a nd exclusions. I ts existence d oes not g uarantee universal circulation: it i s n ecessary to v erify l inked states, period o f v alidity and subject matter covered (HCCH, 2019).

Arbitration may be s uitable f or some c ommercial disputes, b ut a rbitrability varies.

The 1958 N ew York C onvention f acilitates the r ecognition of arbitral a wards between states.

contracting parties, w ithout eliminating defenses, p ublic order, or material l imitations. ODR and online a rbitration do n ot they should b e t reated as e quivalent to mediation.

Consumer rights and protection r egulations may restrict c hoice of forum, prior arbitration, or resignation. Directive 2013/11/EU and Regulation 5 24/2013 dealt w ith c onsumer ODR in the market European standards indicate quality, but do not a utomatically regulate Investments business real e state.

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The fifth r equirement is a " legal gateway" p rior to t he merits o f t he case: q ualifying t he relationship, m apping o ut t he relevant laws.

potentially a pplicable and i nform limits of autonomy. When t here is r elevant u ncertainty, the

The platform s hould s uspend automated processes a nd request a l egal assessment, avoiding p resenting a solution instead procedural a s a guarantee of c ompetence.

6. F ormalization, i mplementation, and international c irculation of a greements.

The usefulness o f mediation d epends o n the q uality o f the a greement. V ague t erms r egarding payment, r epair, Documentation or r egistration g enerates new c onflicts. The i nstrument must i dentify the p arties, obligations, deadlines, conditions, currency, t axes, confidentiality, default and n ecessary actions b efore notaries o r a uthorities.

The Singapore C onvention on Mediation, adopted i n 2018, c reates a mechanism f or agreements. international t rade agreements r esulting f rom mediation b etween States Parties. I ts s cope includes exclusions, i ncluding consumer a greements a nd certain a greements t hat are a lready enforceable a s a judgment o r report. Applicability must b e examined on a case-by-case basis (uncitral, 2 018).

The convention d oes n ot t ransform a ny electronic a greement into a n international i nstrument. I t is necessary demonstrate that the a greement resulted f rom m ediation and s atisfy the r equirements of t he i nstrument and t he s tate where

Protection is s ought. F urthermore, e ffects o n real e state registration r emain subject t o t he l aw a nd regulations. local formalities.

Electronic s ignatures, audit t rails, a nd timestamps help e nsure authenticity, but validity d epends o n the a pplicable r egime. The UNCITRAL M odel Law o n Electronic C ommerce (1996) formulated functional e quivalence, i nfluencing national l egislation. Even s o, real e state t ransactions they m ay r equire qualified f orm, r ecognition, or r egistration.

Voluntary compliance can b e encouraged by c lear s chedules, reminders, and c onfirmation of steps a nd feedback c hannels. M onitoring should n ot allow u nilateral a lteration or d isclosure.

Unnecessary data. If t he a greement fails, the s ystem must preserve e vidence in a c ompatible manner. with confidentiality a nd applicable law.

The sixth requirement is a layer of judicially sensitive formalization. Agreement templates.

They m ust be revisable, available in understandable language, a nd accompanied b y g uidance for registration, a pproval, or implementation are required when necessary. The platforms hould not p romise effectiveness. automatic cross-border.

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7 Data protection, cybersecurity a nd digital inclusion

ODR p rocesses identity, c ontracts, f inancial information, c ommunications, and property d ocuments.

This data can reveal assets, location, and business strategies. Minimization requires collect o nly what i s necessary, d efine t he purpose, retention p eriod, and access p rofiles. The E uropean U nion's General Data P rotection R egulation establishes principles o f lawfulness, transparency, purpose limitation, m inimization, a ccuracy, c onservation limitation, i ntegrity and accountability. T he B razilian L GPD adopts related principles. Territorial a pplication must b e analyzed; It is n ot assumed that a single standard c overs all parts.

Confidentiality in m ediation d oes not replace cybersecurity. E ncryption, authentication multifactor, s egregation, access l ogging, i ncident response, and vendor evaluation a re distinct c ontrols. The N IST Cybersecurity Framework 2 .0 (2024) organizes governance functions, identify, protect, d etect, respond and recover.

International data t ransfers r equire a basis and safeguards provided f or in legislation Relevant. Storing information in a cloud from a nother country may a lter risks and o bligations.

Contracts with p roviders should r egulate sub-operators, l ocation, incidents, r eturn and discard.

Digital i nclusion a ffects p rocedural justice. L ack o f e quipment, connectivity, a ccessibility, o r Literacy c an impede p articipation. UNCITRAL (2016) l inks ODR t o justice a nd transparency; a A scalable s ystem should o ffer a ssisted channels, c ompatibility with assistive t echnologies, and...

A non-digital a lternative when needed.

The s eventh r equirement is privacy and a ccessibility by d esign. Impact assessment, c ontrols Proportional aspects, a ccessibility testing, c lear language, a nd human s upport should p recede t he Expansion. E fficiency g ained through exclusion or e xcessive collection does not constitute l egitimate g ain.

8. Governance, indicators, a nd validation o f the framework.

Governance d efines who creates r ules, s elects m ediators, modifies a lgorithms, and r esponds t o incidents. and reviews r esults. W ithout clear attribution, e rrors become scattered a mong t he operator, software, and professional. UNCITRAL (2016) i ncludes a ccountability among i ts core principles, requiring verifiable r esponsibility.

A governance council c an b ring together l egal, real estate, t echnological, and p rotection expertise.

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data and user experience. Their r ole i s to approve policies, c onflicts of i nterest, models,
Screening c riteria and c hanges. Multidisciplinary participation r educes the risk of o ptimization by choice a lone. cost.

The audit s hould evaluate samples, c omplaints, w ithdrawals, results by g roup, and reversals.
Systematic differences c an reveal linguistic b arriers, b ias, o r power imbalances.
Aggregated data must b e interpreted w ithout v iolating c onfidentiality.
Quality metrics include comprehension, v oiceability, perceived n eutrality, a nd balance. informational and compliance. T yler (2006) demonstrated the r elevance of p rocedural j ustice to the legitimacy; although h is r esearch i s not s pecific to real e state law, he a rgues that he s hould assess how the process i s e xperienced, not j ust the o utcome.
Validation s hould occur through p ilot testing, l ocal l egal review, safety testing, a nd f ailure scenarios.
Feedback. The proposed f ramework i s a n analytical a rchitecture; it d oes not p rove performance.
Studies Future analyses should compare t ypes of d isputes, j urisdictions, costs, duration, f airness, a nd enforcement.
The e ighth requirement is c ontinuous improvement with explicit limits. A scalable s ystem is o ne that recognizes w hen it c an act a nd when it s hould refer. Maturity i s n ot m easured by v olume.
Automated, but with t he ability t o preserve rights while expanding access and c onsistency.

Conclusion

ODR can reduce distance b arriers and organize c ommunication in r eal estate transactions. International, but its l egitimacy depends on t he correct classification o f the c onflict. R eal estate assets they remain bound by t he norms a nd authorities of the l ocation where t he situation o ccurs, which is w hy digital efficiency This d oes not e quate to legal deterritorialization.
The p roposed framework a rticulates e ight components: controversy m ap, layered a rchitecture, mediation p rotocol, risk g overnance, jurisdiction s creening, sensitive f ormalization Ordering, d ata protection, and validation. T hese components address t he problem o f scalability without assuming that a ll cases a re standardizable.
Online negotiation and m ediation are m ore suitable w hen the p arties control the subject m atter and c an Informed c onsent. R egistration, third-party r ights, public order and matters.
Administrative procedures may r equire other avenues. C ontractual clauses s hould anticipate t his distinction. The international i mplementation of agreements requires v erifying a pplicable

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instruments, b ound s tates, and formalities. The S ingapore Convention r epresents progress, b ut does n ot provide u niversal e ffectiveness.

It d oes not r eplace l ocal real e state regulations. Promises o f a utomatic execution w ould be l egally inadequate.

Technology should be e valuated based on f airness, t ransparency, security, a nd inclusion. A utomation can Structuring i nformation and expanding a ccess; h igh-impact decisions r equire human review.

Empirical s tudies are needed t o t est the m odel in d ifferent markets.

It is c oncluded that s calable ODR in i nternational real e state t ransactions is a f orm o f design.

It's institutional, not just a p latform. Its v alue l ies in c ombining prevention a nd consensus. and l egally responsible referral, p reserving the trust n ecessary for i nvestment. cross-border.

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