UNIVERSITI TEKNOLOGI MARA

5th I-CReST 2025

INTERNATIONAL CONFERENCE ON RESEARCH AND PRACTICES IN SCIENCE, TECHNOLOGY AND SOCIAL SCIENCES

SYNERGY FOR FUTURE SUSTAINABILITY:
BRIDGING SCIENCE, TECHNOLOGY AND HUMANITIES

Abstract Book

UNIVERSITI TEKNOLOGI MARA
CAWANGAN SELANGOR, KAMPUS DENGKIL
MALAYSIA

13th SEPTEMBER 2025

ORGANISED BY: Centre of Foundation Studies

STRATEGIC PARTNER: UiTM Global

IN COLLABORATION WITH: UTM

I-CReST 2025:020-008 – A systematic review of Alternative Dispute Resolution Mechanisms: The Tribunal for Consumer Claims Malaysia

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ABSTRACT

ADR is central to consumer protection. A body of literature on ADRs has emerged since. In Malaysia the Tribunal for Consumer Claims of Malaysia (TCCM) was established to provide a mechanism for dispute resolution. Thus, the purpose of this paper is to conduct a systematic review of studies related to the Tribunal for Consumer Claims Malaysia (TCCM) focusing on its effectiveness as the dispute resolution mechanism. The review results showed that the number of research papers on consumer redress appears to be limited and published sporadically at distant yearly intervals. Moreover, the few journals on TCCM seem to show that TCCM appears not to be very popular with the consumers and it is proposed that TCCM should keep abreast with rapid changes brought about by globalization and liberalization to attract more adversely affected consumers to register their grievances.

Keywords: Consumer protection; Consumer Redress; Disputes; Tribunal