

## ABSTRACT

Class action is a way of settling cases adopted from common law system. Indonesia adopted the class action because it gave many benefits in the settlement of the law. The purpose of this research is to know how the class action lawsuit in an attempt to resolve consumer dispute. with the problem of the procedure in the settlement of consumer disputes. Researchers in this study using the method with the normative legal research with the type of secondary data and methods of data collection through library research and data analysis in this study using prescriptive qualitative. The results of this study indicate that, first, the position of class action in Indonesian law already has a strong legal position with the enactment of Supreme Court ruling no 1 of 2002 on the law of class action event, which in its implementation has been applied in various cases such as consumer disputes, environment, and forestry. Secondly, given the strong legal basis that class action law has a special position in the court, the distinction between civil procedural law and class action law occurs in cases involving large groups rather than individuals. The presence of group representatives, group members and retesting the case resulted in procedural law within the court distinguishing the civil procedure law. The lack of information dissemination by the government affects the lack of public knowledge of consumer dispute resolution cases, which has caused many communities who have been harmed by business actors to have no courage to file a lawsuit.

*Keyword: class action, consumer protection, class action procedure.*