Chartered Trading Standards Institute
ADR Competent Authority

Schedule 5 – ADR Group Limited – 16th December 2019 to 15th December 2020

Information to be included an ADR entity's annual activity report

(a) the number of domestic disputes and cross-border disputes the ADR entity has received;

187 cases received.

(b) the types of complaints to which the domestic disputes and cross-border disputes relate;

These cases are in relation to warranties, motor vehicle repairs, energy companies, insurers and water utility disputes.

(c) a description of any systematic or significant problems that occur frequently and lead to disputes between consumers and traders of which the ADR entity has become aware due to its operations as an ADR entity;

N/A

(d) any recommendations the ADR entity may have as to how the problems referred to in paragraph (c) could be avoided or resolved in future, in order to raise traders' standards and to facilitate the exchange of information and best practices;

N/A

(e) the number of disputes which the ADR entity has refused to deal with, and the percentage share of the grounds set in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes;

0

(f) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for discontinuation;

0

(g) the average time taken to resolve domestic disputes and cross-border disputes;

71 Days

(h) the rate of compliance, if known, with the outcomes the alternative dispute resolution procedures

N/A

(i) the co-operation, if any, of the ADR entity within any network of ADR entities which facilitates the resolution of cross-border disputes.

N/A

Please add any additional information or data you think might be useful or interesting at the bottom of this report.

N/A