Chartered Trading Standards Institute
ADR Competent Authority

Schedule 5 Information for ADR Bodies

The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015, require you to supply the competent authority (Chartered Trading Standards Institute) with your Schedule 5 (annual) report when it is due.

The Schedule 5 report must be supplied every year (including when you also supply your biennial report) and must be made available on your website as per the legislation. The Schedule 5 report must be supplied to the competent authority and uploaded onto the website within a month of the anniversary of your date of approval as an approved ADR body.

All details of what must be included in the reports can be found below.

This is the minimum data required for reporting, but any other or extra data supplied would be much appreciated for further insight.

As of 1st January 2021, there have been several amendments made to the legislation due to Brexit. It is no longer a requirement of the legislation to handle cross-border disputes and report on these disputes. However, if you continue to handle cross-border disputes, we would ask that you supply any information in relation to these cases.

Additionally, if your ADR scheme's outcome is binding on either party, please provide us with the percentage of whether the outcome was ruled in the consumer or trader's favour at the end of the Schedule 5 report.

The CTSI group is comprised of the Trading Standards Institute (Reg. No. 38769) and itsa ltd (Reg. No. 2767942), both registered in England and Wales at 1 Sylvan Court, Sylvan Way, Southfields Business Park, Basildon, Essex SS15 6TH. Group Vat reg no. 795 8626 60.

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Schedule 5 – ADR Group – 16th December 2021 to 15th December 2022

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

(a) the number of domestic disputes the ADR entity has received;

No. enquiries received (domestic)	No. enquiries received (cross-border)	No. disputes received (domestic)	No. disputes received (cross-border)	No. disputes accepted (continued to case) (domestic)	No. disputes accepted (continued to case) (cross-border)
277	0	215	0	206	0

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

Types of disputes:

- Motor and Electrical Warranties
- Vehicle Repairs
- Energy Companies
- Water Utility Companies
- Plumbing Disputes
- Claims against Building Companies

(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;

Total no. of disputes rejected	62

Reason	**No. rejected**	**Percentage of rejected**
a) the consumer has not attempted to contact the trader first	9	15%
b) the dispute was frivolous or vexatious		
c) the dispute had been previously considered by another ADR body or the court		
d) the value fell below the monetary value		
e) the consumer did not submit the disputes within the time period specified		
f) dealing with the dispute would have impaired the operation of the ADR body		
g) other (enquired too early, not yet complained to trader, trader not member, advice call etc…	53	85%

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

	No. discontinued	**Percentage of discontinued**
Discontinued for operational reasons	0	0

Reasons for discontinuation:

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

	Domestic	**Cross-border**
Average time taken to resolve disputes (from receipt of complaint)	82	
Average time taken to resolve disputes (from 'complete complaint file')	36	

Total average time taken to resolve disputes	59

(h) the rate of compliance, if known, with the outcomes the alternative dispute resolution procedures (amongst your members, or those you provide ADR for)

N/A as process is not binding

(i) This point has been removed in amendments on 1 January 2021

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