ADR Annual Report

Reporting period: 16 December 2017 – 15 December 2018

ADR Entity: ADR Group

a) The number of domestic disputes and cross-border disputes the ADR entity has received;	119
b) The types of complaints to which the domestic disputes and cross-border disputes relate;	The vast majority of disputes we receive relate to warranties, repairs to motor vehicles and utilities.
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 percentage share of the grounds set out 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 the discontinuation;	0
g) The average time taken to resolve domestic disputes and cross-border disputes;	74 Days
h) The rate of compliance, if known, with the outcomes of 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