ADR provider quarterly/ annual reporting

ADR provider	ADR Group
Reporting Period	1 January 2021 – 31 March 2021
Quarterly return only*	Quarterly

**if Nil Return, then please submit your quarterly return now.*

a) No of domestic & cross border disputes received		Domestic	
		Cross Border	5
b) Numbers of each type of complaint *Please list the actual number of each type of complaint you received.*		In relation refused refund – 1 In relation to refused withdrawal - 3 In relation to "GamStop" - 1	
c) Total number of disputes the provider refused to deal with *% share of the grounds set out in para 13 Schedule 3 of the ADR Regulations*	4	Consumer not contacted trader first	75%
		Dispute is frivolous/vexatious	0%
		Dispute is being/has been considered by another ADR provider/court	0%
		Value is outside the provider's monetary thresholds	0%
		complaint not submitted within time period	25%
		dealing with the dispute would impair the effective operation of the body	0%
		not the relevant gambling sector	0%
		GC regulatory matter only (not a dispute)	0%
		Discontinued for non-operational reasons (e.g., party withdrew)	0%
d) % of ADR procedures discontinued for operations reasons	0%	reasons for discontinuation if known	
e) Average time taken to resolve disputes in days		Domestic	
		Cross Border	74 Days
f) no of disputes completed in period			1

g)	% completed disputes ruled in operator's favour	1
h)	% completed disputes ruled in favour of the consumer	0
i)	% completed disputes settled by the operator during the ADR process	100%
j)	average length of time taken to receive complaint file from operator (days)	6 Days