ADR provider quarterly/ annual reporting

ADR provider	ADR Group
Reporting Period	1 January 2023 – 31 March 2023
Quarterly return only*	Quarterly

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

a) No of domestic & cross border disputes received		Domestic	0
		Cross Border	0
b) Numbers of each type of complaint *Please list the actual number of each type of complaint you received.*			
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*	0	Consumer not contacted trader first	
		Dispute is frivolous/vexatious	
		Dispute is being/has been considered by another ADR provider/court	
		Value is outside the provider's monetary thresholds	
		complaint not submitted within time period	
		dealing with the dispute would impair the effective operation of the body	
		not the relevant gambling sector	
		GC regulatory matter only (not a dispute)	
		Discontinued for non-operational reasons (e.g., party withdrew)	
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	
f) no of disputes completed in period			0

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