ADR provider quarterly/ annual reporting

ADR provider	ADR Group
Reporting Period	1st October 2023 to 31st December 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.*		In relation refused refund In relation to refused withdrawal In relation to "GamStop"	
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*		Consumer not contacted trader first	
		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	0%
		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	Days
f) no of disputes completed in period			

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

List of Operators registered under our scheme:

- Anakatech Interactive Ltd
- Dalmoon Limited
- Dragoni Technology Ltd
- Fantasy Monster Ltd
- Football Picks Ltd
- Friends of No1 Copperpot Credit Union Lottery
- The Grand Appeal Lottery Society
- Mace Foundation
- Playnbrab Limited
- Schlep Games
- Slots Trading Limited
- Star Amusements