Chartered Trading Standards Institute
ADR Competent Authority

Schedule 5 and Schedule 6 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) and Schedule 6 (biennial) reports when they are 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.

The Schedule 6 report must be supplied biennially and is not required to be available on your website, only sent to the competent authority. The years that you supply the biennial report, you still must supply an annual report in addition. The Schedule 6 report must be supplied to the competent authority within a month of the anniversary of your approval date. The information (data) (as per section 11.3 of the legislation) is to cover the whole (totals) of the 2-year reporting period.

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 and Schedule 6 report.

Schedule 5 - <<ADR BODY>> - <<Reporting period>>

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)
333	0	172	0	141	0

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

Types of disputes:

- Warranties
- Plumbing Disputes
- Utilities
- Terms and Conditions of Sale

(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	31

Reason	**No. rejected**	**Percentage of rejected**
a) the consumer has not attempted to contact the trader first	24	77%
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	7	23%
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…		

(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)	78	
Average time taken to resolve disputes (from 'complete complaint file')	35	

Total average time taken to resolve disputes	56.5

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

Unknown

(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.

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Information which an ADR entity must communicate to relevant competent authority every two years

(a) the number of disputes received by the ADR entity and the types of complaints to which the disputes relate;

No. enquiries received (domestic)	No. enquiries received (cross-border)	No. disputes received (domestic)	No. disputes received (cross-border)	No. disputes accepted (domestic)	No. disputes accepted (cross-border)
610		387		347	

Types of disputes:

- Warranties
- Vehicle Repairs
- Utilities
- Plumbing Disputes
- Claims against buildings
- Terms and Conditions of Sale

(b) the percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached;

Reason	**No. disputes discontinued**	**Percentage discontinued**
Rejected for operational reasons		
a) the consumer has not attempted to contact the trader first	33	35%
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	7	8%
f) dealing with the dispute would have impaired the operation of the ADR body		
Case withdrawn by consumer		
Case withdrawn by trader		
Solution reached without ADR		
The trader was not a member of the ADR scheme (if this is a requirement)	53	57%

(c) the average time taken to resolve the disputes which the ADR entity has received;

	Domestic	Cross-border
Average time taken to resolve disputes (from receipt of complaint)	80	
Average time taken to resolve disputes (from 'complete complaint file')	35.5	

Total average time taken to resolve disputes	57.75

(d) the rate of compliance, if known, with the outcomes of its alternative dispute resolution procedures;

Unknown

(e) any recommendations the ADR entity may have as to how any systematic or significant problems that occur frequently and lead to disputes between consumers and traders could be avoided or resolved in future;

N/A

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

(g) where the ADR entity provided training to its ADR officials, details of the training it provides;

General training in the handling of these disputes and specialist subject matter training, specifically relating to utilities.

(h) an assessment the effectiveness of an alternative dispute resolution procedure offered by the ADR entity and of possible ways of improving its performance.

The procedure has been extremely successful bringing positive outcomes to around 80% of cases.

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