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.

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Schedule 5 - <<ADR Group>> - <<16 December 2020 to 15 December 2021>>

Information to be included an ADR entity's annual activity report

(a) the number of domestic disputes the ADR entity has received.
(*This is the total number including enquiries received, cases handled and disputes rejected)*

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)
239	0	195	0	155	0

(b) the types of complaints to which the domestic disputes and cross-border disputes relate;
(please state as many different types as required)

Types of disputes:

- These cases are in relation to motor and electrical good warranties, vehicle repairs, energy companies, water utility disputes and plumbing disputes.

(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;
(please provide description)

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;
(please provide as much information as possible)

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;
(please provide a breakdown of reasons and a total number)

Total no. of disputes rejected	54

Reason	**No. rejected**	**Percentage of rejected**
a) the consumer has not attempted to contact the trader first	13	24%
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		
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…	41 (Premature escalation)	76%

(f) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for discontinuation;
(please provide as many reasons as required)

	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;
(please provide the average time from receipt of complaint to closure, AND the average time from complete complaint file to closure)

	Domestic	**Cross-border**
Average time taken to resolve disputes (from receipt of complaint)	84	
Average time taken to resolve disputes (from 'complete complaint file')	29	

Total average time taken to resolve disputes	56

(h) the rate of compliance, if known, with the outcomes the alternative dispute resolution procedures (amongst your members, or those you provide ADR for)
(this is the number of traders who complied with the proposed outcome. Please provide a percentage)

N/A as process is not binding.

(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.

(any extra data provided is useful)

Chartered Trading Standards Institute
ADR Competent Authority

Schedule 6 <<ADR BODY>> - <<Reporting period>>

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;
(*This is the total number including enquiries received, cases handled and disputes rejected with the subject of the dispute)*

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)
453	0	382	0	301	0

- Types of disputes: These cases are in relation to motor and electrical good warranties, vehicle repairs, energy companies, water utility disputes and plumbing disputes.

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

Reason	**No. disputes discontinued**	**Percentage discontinued**
Rejected for operational reasons		
a) the consumer has not attempted to contact the trader first	81	53%
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		
f) dealing with the dispute would have impaired the operation of the ADR body		
Case withdrawn by consumer	5	3%
Case withdrawn by trader		
Solution reached without ADR		
The trader was not a member of the ADR scheme (if this is a requirement)	66	44%

(c) the average time taken to resolve the disputes which the ADR entity has received;
(please provide the average time from receipt of complaint to closure, AND the average time from complete complaint file to closure)

	Domestic	**Cross-border**
Average time taken to resolve disputes (from receipt of complaint)	82.5 Days	N/A
Average time taken to resolve disputes (from 'complete complaint file')	26 Days	N/A

Total average time taken to resolve disputes	54 Days

(d) the rate of compliance, if known, with the outcomes of its alternative dispute resolution procedures;
(this is the number of traders who complied with the proposed outcome. Please provide a percentage)

N/A

(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;
(please provide a description)

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;
(Please provide a list of all training undertaken by ADR officials over the past 2 years)

(h) an assessment the effectiveness of an alternative dispute resolution procedure offered by the ADR entity and of possible ways of improving its performance. *(Please provide as much information as possible)*

N/A

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

N/A