**ADR provider quarterly/ annual reporting**

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| ADR provider | ADR Group |
| Reporting Period | 1st July 2025 to 30th September 2025 |
| Quarterly return only* | Quarterly |

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

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| a) No of domestic & cross border disputes received | | Domestic | 0 |
| | | Cross Border | 0 |
| b) Numbers of each type of complaint<br><br>*Please list the actual number of each type of complaint you received.* | | In relation refused refund<br>In relation to refused withdrawal<br>In relation to "GamStop" | |
| c) Total number of disputes the provider refused to deal with<br>*% 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 | | | 0 |

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|---|---|
| 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
- ATL Leisure
- Betmate Limited
- Cardiff and Vale University Local Health Board General Purpose Charity
- Dalmoon Limited
- Fantasy Sports Arena Ltd
- Festival Leisure Limited
- Hooton Bingo Ltd
- The Grand Appeal Lottery Society
- Remco Leisure Ltd
- R & O Leisure Ltd
- Schlep Games
- Scottish National Party
- Scottish Police Recreation Association
- Slots Trading Limited
- Star Amusements Limited