

ADR Entity Reporting – Annual Report

For the Chartered Trading Standards Institute (CTSI)

Reporting period: 1 August 2018 – 31 July 2019

In June 2015 CEDR was approved by CTSI to provide alternative dispute resolution under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 (“the Regulations”).

As part of CTSI’s approval, CEDR is required under Schedule 5 of the Regulations to produce an annual activity report containing the following information:

(a) The number of domestic disputes and cross-border disputes the ADR entity has received

In the reporting period, CEDR received a total of 793 domestic disputes and no cross-border disputes. Of these, 719 disputes came within the scope of what CEDR can deal with, while 74 were either out of scope or were discontinued for operational reasons.

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

The following table sets out the types of domestic disputes that were referred to CEDR in the reporting period which came within the scope of what CEDR can deal with. No cross-border disputes were received by CEDR.

Complaint Types	Number of Cases
Funeral and estate planning disputes	95
Holidays and travel disputes	4
Home building and residential disputes	620

- (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

Complaints often stem from an initial problem that a consumer typically experiences with their billing or the quality of the service they are provided with, and then during the complaints process additional problems occur due to the quality of customer service provided by the trader. Therefore, consumers' experiences of traders' complaints processes can exacerbate the problem rather than alleviate or resolve it.

- (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

It is important that traders' complaint processes are effective in resolving disputes raised by consumers. As part of this, traders should endeavour to always provide comprehensive and prompt responses to complaints, dealing with the issues raised with empathy and offering adequate remedial measures to consumers where appropriate.

- (e) The number of disputes which the ADR entity has refused to deal with, and percentage share of the grounds set out in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes

CEDR refused to deal with a total of 15 disputes in the reporting period. The following table sets out the percentage share of the grounds on which CEDR declined to consider these disputes:

Reason for Refusal	Percentage Share
Prior to submitting the complaint to the body, the consumer has not attempted to contact the trader concerned in order to discuss the consumer's complaint and sought, as a first step, to resolve the matter directly with the trader	40%
The dispute is frivolous or vexatious	Nil
The dispute is being, or has been previously, considered by another ADR entity or by a court	13%

The value of the claim falls below or above the monetary thresholds set by the body	20%
The consumer has not submitted the complaint to the body within the time period specified by the body, provided that such time period is not less than 12 months from the date upon which the trader has given notice to the consumer that the trader is unable to resolve the complaint with the consumer	27%
Dealing with such a type of dispute would seriously impair the effective operation of the body	Nil

(f) The percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for the discontinuation

During the reporting period, CEDR discontinued a total of 59 cases for operational reasons. This represents 7.4% of the total amount of disputes received by CEDR.

The following table sets out the percentage share of the reasons for which CEDR discontinued cases for operational reasons:

Reason for Discontinuance	Percentage Share
The subject matter of the dispute did not fall within the scope of what CEDR can consider under its Scheme Rules	33.9%
The consumer submitted an incomplete application to CEDR which could not be taken forward owing to the lack of information	35.6%
The trader that the consumer is complaining about was not registered with CEDR as its ADR entity	1.7%
The consumer was not a 'customer' of the trader under the definition set out in the relevant CEDR Scheme Rules	6.8%
The consumer voluntarily withdrew their case before it could be taken forward to a final outcome	22%

(g) The average time taken to resolve domestic disputes and cross-border disputes

Domestic disputes took an average of 58 calendar days to resolve.
No cross-border disputes were received by CEDR.

(h) The rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures

CEDR does not record data on the rate of compliance with outcomes as a matter of course. However, there are no outcomes which we have been notified have not been complied with.

(i) The co-operation, if any, of the ADR entity within any network of ADR entities which facilitates the resolution of cross-border disputes

CEDR has not dealt with any cross-border disputes in the reporting period, and it does not co-operate with any network of ADR entities which facilitate the resolution of such disputes.