

ADR Entity Reporting - Annual Report

Reporting period 1 October 2017 – 30 September 2018

Centre for Effective Dispute Resolution (CEDR)

Information to be included in the annual activity report.

You must display this information on your website as part of the annual reporting procedures by **1 November 2018**.

You can choose to display this in the most appropriate format for your organisation and your website. The information you display must include the following information, as specified in the ADR regulations:

Information as specified in regulations	Basic guidance
a) the number of domestic disputes and cross-border disputes the ADR entity has received;	<p>CEDR received a total of 12 domestic disputes.</p> <p>No cross-border disputes were received.</p>
b) the types of complaints to which the domestic disputes and cross-border disputes relate;	<p>Of the 11 disputes that fell within the scope of what CEDR could deal with, the complaints related to:</p> <ul style="list-style-type: none">• Financial entitlement / game outcome – 7• Payment / transactional error – 4
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;	<p>Consumers often feel as if traders' initial response to a complaint is always to reject it, irrespective of its merits, and it is only when the complaint is escalated that the trader takes it seriously. In this way, minor disputes can 'snowball' into larger ones if traders are not quick to identify the problem, prevent it from recurring, and take appropriate steps to provide the consumer with redress.</p>

<p>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;</p>	<p>Traders should always take each complaint seriously, and should consider at an early stage in their complaints process whether or not it may be appropriate to make an offer of settlement to a consumer. This may prevent small disputes 'snowballing' into larger ones.</p>												
<p>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;</p>	<p>CEDR has refused to deal with a total of 1 case in this period.</p> <table border="0"> <tr> <td>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</td><td>Nil</td></tr> <tr> <td>The dispute is frivolous or vexatious</td><td>Nil</td></tr> <tr> <td>The dispute is being, or has been previously, considered by another ADR entity or by a court</td><td>Nil</td></tr> <tr> <td>The value of the claim falls below or above the monetary thresholds set by the body</td><td>Nil</td></tr> <tr> <td>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</td><td>Nil</td></tr> <tr> <td>Dealing with such a type of dispute would seriously impair the effective operation of the body</td><td>Nil</td></tr> </table>	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	Nil	The dispute is frivolous or vexatious	Nil	The dispute is being, or has been previously, considered by another ADR entity or by a court	Nil	The value of the claim falls below or above the monetary thresholds set by the body	Nil	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	Nil	Dealing with such a type of dispute would seriously impair the effective operation of the body	Nil
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	<p>Cases outside the remit of the ADR Entity because of:</p> <ul style="list-style-type: none"> - A Gambling Commission regulatory issue; - Not the relevant gambling sector; or - Other <p>Cases discontinued for non-operational reasons:</p> <ul style="list-style-type: none"> • where the subject-matter of the consumer's dispute did not fall within the scope of what CEDR can consider under its Scheme Rules • where the consumer voluntarily withdrew their dispute after it had commenced 	<p>Nil</p> <p>Nil</p> <p>100%</p>
f) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for the discontinuation;	N/A	
g) the average time taken to resolve domestic disputes and cross-border disputes;	<p>Disputes took an average of 52 calendar days to resolve.</p> <p>The above average relates only to domestic disputes, as CEDR did not receive any cross-border disputes.</p>	
h) the rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures;	<p>N/A</p> <p>CEDR has received no reports of non-compliance by a trader within this reporting period.</p> <p>CEDR has a process in place whereby a trader that fails to comply with an adjudicator's decision that has been accepted by the consumer has their membership of CEDR suspended. If non-</p>	

	compliance persists, the trader's membership of CEDR is terminated.
i) the co-operation, if any, of the ADR entity within any network of ADR entities which facilitates the resolution of cross-border disputes.	N/A

In addition, we request the following information, which is not included in the ADR Regulations:

j) % of completed disputes ruled in favour of the operator	87.5%
k) % of completed disputes ruled in favour of the consumer	Nil
l) % of completed disputes settled by the operator during the ADR body investigation	12.5%