

ADR Entity Reporting - Annual Report

Reporting period 1 October 2018 – 30 September 2019

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 2019**.

You can choose to display this in the most appropriate format for you 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;	CEDR received a total of 19 domestic disputes. No cross-border disputes were received.
b) the types of complaints to which the domestic disputes and cross-border disputes relate;	Of the 18 disputes that fell within the scope of what CEDR could deal with, the complaints related to: <ul style="list-style-type: none">• Financial entitlement / game outcome – 15• Payment / transactional error – 2• Terms and conditions / contract terms – 1
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, 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 problems rather than alleviating them.

<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>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.</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>100%</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</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	100%	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	Nil
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	<p>body</p> <p>Cases outside the remit of the ADR Entity because of: Nil</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 Nil • where the consumer voluntarily withdrew their dispute after it had commenced Nil
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 42 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</p>

	membership of CEDR suspended. If non-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	94.4%
k) % of completed disputes ruled in favour of the consumer	5.6%
l) % of completed disputes settled by the operator during the ADR body investigation	Nil