

ADR Entity Reporting - Biennial Report

Reporting period 1 October 2017 – 30 September 2019

Centre for Effective Dispute Resolution (CEDR)

Information to be included in the biennial 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 disputes received by the ADR entity and the types of complaints to which the disputes related;	<p>CEDR received a total of 31 disputes.</p> <p>Of the 29 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 – 22 • Payment / transactional error – 6 • Terms and conditions / contract terms – 1
b) the percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached;	<p>During this period, CEDR discontinued a total of 2 cases before an outcome was reached. This represents 6% of the total amount of disputes received by CEDR.</p>
c) The average time taken to resolve the disputes which the ADR entity has received;	<p>Disputes took an average of 46 calendar days to resolve.</p>
d) The rate of compliance, if known, with the outcomes of its alternative dispute resolution procedures;	<p>CEDR does not record data on the rate of compliance with outcomes as a matter of course. However, there are no outcomes which CEDR has been notified have not</p>

	been complied with.
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;	<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>It is important that traders’ complaints 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>
f) Where the ADR entity is a member of any network of ADR entities which facilitates the resolution of cross-border disputes, an assessment of the effectiveness of its co-operation in that network;	N/A
g) Where the ADR entity provides training to its ADR officials, details of the training it provides;	CEDR supports the continuing training and development of its ADR officials. In this reporting period, training has been provided to ADR officials on best practice on decision-making techniques, including requests for further evidence from the parties and making directions.
h) An assessment of the effectiveness of an alternative dispute resolution procedure offered by the ADR entity and of possible ways of improving its performance.	<p>CEDR offers a highly effective dispute resolution process which has evolved and innovated during the period covered in this report.</p> <p>Since April 2019, all disputes referred to CEDR are processed through an online case management platform which the</p>

	<p>parties to a dispute can log onto, upload relevant evidence and submissions, and where the adjudicator can ask queries of the parties and upload their decision on the dispute. This platform, which provides 360-degree visibility for all parties, has been highly successful in providing users with a transparent and effective dispute resolution procedure.</p>
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In addition, we request the following information, which is not included in the ADR Regulations:

i) % of completed disputes ruled in favour of the operator	92%
j) % of completed disputes ruled in favour of the consumer	4%
k) % of completed disputes settled by the operator during the ADR body investigation	4%