

ADR Entity Reporting – Annual Report

For the Chartered Trading Standards Institute (CTSI)

Reporting period: 1 August 2020 – 31 July 2021

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 the ADR entity has received

In the reporting period, CEDR received a total of 533 domestic disputes. Of these, 494 disputes were accepted and continue to case, while 39 were either out of scope or were discontinued for operational reasons. CEDR does not hold data on the number of enquiries it receives.

(b) The types of complaints to which the domestic disputes relate

The following table sets out the types of domestic disputes that were referred to CEDR in the reporting period.

Complaint Types	Number of Cases
Funeral and estate planning disputes	119
Holidays and travel disputes	5
Home building and residential disputes	409

(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

During this reporting period, the Covid-19 pandemic has led to an increase in the volumes of disputes between consumers and traders. At the same time, the financial and health impacts of the pandemic has led to an increase in the

amount of vulnerable consumers. These factors have resulted in a substantial increase in disputes that have been referred to ADR.

- (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

As the pandemic comes to an end, traders should take stock of how their customers were served and any improvements that could have been made, particularly by reference to identifying and catering to vulnerable customers. This will ensure that traders have a greater level of preparedness for similar events in future.

- (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 7 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	Number rejected	Percentage of rejected
(a) The consumer has not attempted to contact the trader first	6	86%
(b) The dispute was frivolous or vexatious	Nil	Nil
(c) The dispute had been previous considered by another ADR body or by a court	1	14%
(d) The value of the claim fell below or above the monetary thresholds set by the body	Nil	Nil
(e) The consumer did not submit the dispute within the time period specified	Nil	Nil
(f) Dealing with the dispute would have impaired the operation of the ADR body	Nil	Nil
(g) Other	Nil	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 32 cases for operational reasons. This represents 6% 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	Number discontinued	Percentage Share
The subject matter of the dispute did not fall within the scope of what CEDR can consider under its Scheme Rules	26	81%
The consumer voluntarily withdrew their case before it could be taken forward to a final outcome	6	19%

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

	Number of days
Average time taken to resolve disputes (from receipt of complaint)	50 days
Average time taken to resolve disputes (from 'complete complaint file')	35 days
Total average time taken to resolve disputes	43 days

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

As far as CEDR is aware, 100% of traders have complied with outcomes.