

ADR Entity Reporting – Biennial Report

For the Chartered Trading Standards Institute (CTSI)

Reporting period: 1 August 2019 – 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 6 of the Regulations to communicate the following information every two years:

(a) The number of disputes received by the ADR entity and the types of complaints to which the disputes related

In the reporting period, CEDR received a total of 1400 disputes. Of these, 1268 disputes came within the scope of what CEDR can deal with, while 132 were either out of scope or were discontinued for operational reasons. CEDR does not hold data on the number of enquiries it receives.

The following table sets out the types of disputes that were referred to CEDR in the reporting period which came within the scope of what CEDR can deal with.

Complaint Types	Number of Cases
Funeral and estate planning disputes	203
Holidays and travel disputes	31
Home building and residential disputes	1166

(b) The percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached

During the reporting period, CEDR discontinued a total of 132 cases. This represents 9.4% 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:

Reason for Discontinuance	Number of discontinued	Percentage Share
Rejected for operational reasons	59	45%
The consumer has not attempted to contact the trader first	7	5%
The dispute was frivolous or vexatious	0	0
The dispute had been previously considered by another ADR body or court	4	3%
The value fell below the monetary value	0	0
The consumer did not submit the dispute within the time period specified	12	9%
Dealing with the dispute would have impaired the operation of the ADR body	0	0
Case withdrawn by consumer	50	38%
Case withdrawn by trader	0	0
Solution reached without ADR	0	0
The trader was not a member of the ADR scheme (if this is a requirement)	0	0

(c) The average time taken to resolve the disputes which the ADR entity has received

	Number of days
Average time taken to resolve disputes (from receipt of complaint)	44 days
Average time taken to resolve disputes (from 'complete complaint file')	35 days
Total average time taken to resolve disputes	42 days

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

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

- (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

It is important that traders have clear policies in place for dealing with vulnerable customers and that they train their staff effectively to identify and make adjustments for those with vulnerabilities.

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.

- (f) 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 the following topics:

- Traders' identification and reasonable adjustments for vulnerable customers
- Best practice on decision-making techniques, including requests for further evidence from the parties and making directions
- Best practice on the use of language and tone in decision-writing

- (g) An assessment of the effectiveness of an alternative dispute resolution procedure offered by the ADR entity and of possible ways of improving its performance

CEDR's alternative dispute resolution procedure remains highly effective and has evolved and innovated during the period covered by this Biennial Report.

All disputes referred to CEDR are processed through an online case management platform which the parties to the dispute can log into, upload all 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.