

ADR Entity Reporting

Information which an ADR entity must communicate to the relevant Competent Authority every two years

Reporting period - 1 October 2019 – 30 September 2021

Name of ADR Provider – Centre for Effective Dispute Resolution (CEDR)

Biennial activity report required information.

Information as specified in regulations	Basic guidance	Annual Report Qs
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 21 disputes.</p> <p>Of the 13 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 – 13 • Payment / transactional error – 0 • Terms and conditions / contract terms – 0 	a & b
b) the percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached.	Nil.	d
c) the average time taken to resolve the disputes which the ADR entity has received	Disputes took an average of 26 calendar days to resolve.	e
d) the rate of compliance, if known, with the outcomes of its alternative disputes procedures	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 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	There have been so few cases in this period that it is not possible to identify systematic or significant problems more generally.	l

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 cooperation in that network.	N/A	n
g) where the ADR entity provides training to its ADR officials, details of the training it provides	CEDR has provided training to ADR officials on customer service skills and on decision-writing for a consumer audience.	
h) an assessment of the effectiveness of an alternative dispute resolution procedure offered by the ADR entity and of possible ways of improving it s performance.	CEDR offers a highly effective dispute resolution process at the conclusion of traders' own complaints procedures. Although case numbers have dropped, CEDR has improved our case handling times during the period covered by this report when compared with the previous biennial report.	