

## How does CEDR meet Ofcom's approval criteria?

In order for CEDR to provide alternative dispute resolution (ADR) services for the communications industry under the CISAS Scheme, Ofcom (the industry regulator) must be satisfied that CEDR meets their approval criteria.

Below are the approval criteria and statements demonstrating CEDR's adherence, and continued commitment to adhere, to these criteria:

### **(a) Accessibility**

CEDR ensures that CISAS is accessible to all those who wish to use it.

Applications can be made to CEDR across a range of formats, including post, email and via our online case management system. All correspondence regarding a case will then be carried out using the consumer's preferred method of contact. In addition, consumers can be represented in their case by anyone they wish, in the event that they cannot or do not wish to manage their case themselves.

Information and guidance about CISAS is easily accessible on the scheme website, [www.cedr.com/consumer/cisas](http://www.cedr.com/consumer/cisas). This includes the CISAS Rules, which set out how cases are conducted, along with straightforward and consumer-friendly information about how the process works and what the parties can expect.

We have a dedicated team of highly-trained staff who are available to provide information and support in relation to the CISAS process by email and over the telephone.

CEDR is committed to providing all of its services, including CISAS, without any discrimination as to age, marital status, disability, race or ethnicity, religion, sex, sexual orientation or any other protected characteristics under the Equality Act 2010.

CEDR is furthermore committed to providing its services to consumers with disabilities and those in vulnerable circumstances. To this end, CEDR operates a reasonable adjustments policy, which ensures that those who require special assistance in order to use CISAS can receive this. Typical adjustments that CISAS makes include completing applications on behalf of consumers and extending timescales for consumer action.

### **(b) Independence**

The adjudicators (Adr officials) who make decisions in relation to the disputes referred to CISAS are independent of both Ofcom and communications providers, which ensures that they reach their own decisions free from interference.

Adjudicators have no direct contact with either party to the dispute or with Ofcom, with all requests for further evidence or clarification being forwarded by CEDR's team of administrators. This is to ensure that adjudicators are removed from either party to the dispute.

The remuneration provided to adjudicators is not dependent upon the outcomes they reach. Adjudicators are paid to produce decisions, regardless of whether a decision is in favour of a consumer or a communications provider.