



Our Organisation's Structure, Governance and Management

CEDR Services Limited (reg no 03271988) is a wholly owned subsidiary of Centre for Effective Dispute Resolution (CEDR) which is a registered charity (1060369). CEDR was established to promote the use of alternative forms of dispute resolution (ADR) such as adjudication, arbitration, conciliation and mediation for resolving disputes between individuals and/or organisations where this will avoid or reduce the need for, and thereby relieve the social and economic costs of, litigation and equivalent procedures. CEDR Services Limited is CEDR's trading arm; it is a non-profit organisation in that any surplus arising from its activities is remitted to the parent charity.

Directors and Trustees

CEDR has a Board of Trustees that are elected by its statutory members in a General Meeting. In addition, the Trustees may co-opt additional Board members either to fill vacancies or to add to their numbers. A full list of CEDR Trustees is available on the [CEDR website](#).

CEDR Services has its own Board of Directors, comprised of members of the senior management team. Matters regarding our services are dealt with exclusively by this Board.

The CEDR Trustees and the CEDR Services Board meet on a quarterly basis to review appropriate strategic, operational, and financial matters.

Management

The CEDR Services Board supervises the executive management of CEDR, whilst day-to-day management of the company's affairs is conducted by the senior executives of the company, who are listed on the [CEDR website](#).

Funding

Our funding to operate dispute resolution services for consumers is predominantly funded the companies who subscribe to CEDR Schemes either as a legal requirement, such as under the Communications Act 2003, or on a voluntary basis. Consumers do, on a small number of Schemes, pay a nominal application fee to access dispute resolution services that is refunded if their claim is successful.