

ADR Entity Reporting

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

Reporting period - 1 October 2021 to 30 September 2023

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 31 disputes.</p> <p>Of the 17 disputes that fall within the scope of what CEDR could deal with, the complaints related to:</p> <ul style="list-style-type: none"> • Financial entitlement / game outcome: 31 • 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 33 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	Providing an accessible and responsive customer service function is an essential for all public-facing companies, particularly when an increasing number of consumers are affected by health-related, financial and other social vulnerabilities.	l

	Improving the work of customer service functions to equip them with the tools to identify and resolve issues quickly is a key tool in preventing complaints from escalating into disputes that are referred to ADR.	
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 the use of language and tone in writing decisions that more effectively transmit the outcome of a dispute in a clear and comprehensive way that strikes a balance between demonstrating legal rigour and empathy.	
h) 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 offers a highly effective dispute resolution process at the conclusion of traders' own complaints procedures. Case numbers remain consistently low, indicating that only a small number of intractable disputes are being escalated to CEDR. This suggests that traders' own complaints procedures may be providing broadly adequate redress for the majority of consumer complaints.	