

## Schedule 5 Information for ADR Bodies

The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015, require you to supply the competent authority (Chartered Trading Standards Institute) with your Schedule 5 (annual) report when it is due.

The Schedule 5 report must be supplied every year (including when you also supply your biennial report) and must be made available on your website as per the legislation. The Schedule 5 report must be supplied to the competent authority and uploaded onto the website within a month of the anniversary of your date of approval as an approved ADR body.

All details of what must be included in the reports can be found below.

This is the minimum data required for reporting, but any other or extra data supplied would be much appreciated for further insight.

As of 1<sup>st</sup> January 2021, there have been several amendments made to the legislation due to Brexit. It is no longer a requirement of the legislation to handle cross-border disputes and report on these disputes. However, if you continue to handle cross-border disputes, we would ask that you supply any information in relation to these cases.

Additionally, if your ADR scheme's outcome is binding on either party, please provide us with the percentage of whether the outcome was ruled in the consumer or trader's favour at the end of the Schedule 5 report.

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## Schedule 5 - CEDR – 1 August 2023 to 31 July 2024

Information to be included in an ADR entity's annual activity report

(a) the number of domestic disputes the ADR entity has received;

No. enquiries received (domestic)	No. enquiries received (cross-border)	No. disputes received (domestic)	No. disputes received (cross-border)	No. disputes accepted (continued to case) (domestic)	No. disputes accepted (continued to case) (cross-border)
Not known*	0	1197	0	1049	0

\* CEDR does not hold data on the number of enquiries it receives.

(b) the types of complaints to which the domestic disputes and cross-border disputes relate;

Types of disputes:

- Funeral and estate planning disputes – 146
- Holidays and travel disputes – 18
- Home building and residential disputes – 1033

(c) a description of any systematic or significant problems that occur frequently and lead to disputes between consumers and traders of which the ADR entity has become aware due to its operations as an ADR entity;

This reporting period has shown another increase in the number of disputes across the case types that CEDR works with. A lack of awareness of consumer vulnerability and taking appropriate measures to provide meaningful assistance and support continues to drive disputes where more bespoke responsiveness could help to avoid conflict. Where customers who are vulnerable (including those who are temporarily vulnerable) are not offered support that is tailored to their particular needs at that time, the likelihood is higher that relatively minor problems will escalate into disputes that are referred to ADR.

(d) any recommendations the ADR entity may have as to how the problems referred to in paragraph (c) could be avoided or resolved in future, in order to raise traders' standards and to facilitate the exchange of information and best practices;

Providing real and meaningful outreach to vulnerable consumers at all levels of the customer contact and complaint journeys is key to ensuring consumers feel heard and valued, which avoids disputes. Providing specialised services for vulnerable customers

(including those who are temporarily vulnerable) can help those customers who are in acute need of support, avoiding the escalation of problems into disputes.

- (e) the number of disputes which the ADR entity has refused to deal with, and the percentage share of the grounds set in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes;

Total no. of disputes rejected	95
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Reason	No. rejected	Percentage of rejected
a) the consumer has not attempted to contact the trader first	4	4%
b) the dispute was frivolous or vexatious	0	0
c) the dispute had been previously considered by another ADR body or the court	8	8%
d) the value fell below the monetary value	0	0
e) the consumer did not submit the disputes within the time period specified	12	13%
f) dealing with the dispute would have impaired the operation of the ADR body	0	0
g) other (enquired too early, not yet complained to trader, trader not member, advice call etc...)	71	75%

- (f) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for discontinuation;

	No. discontinued	Percentage of discontinued
Discontinued for operational reasons	53	100%

Reasons for discontinuation:

- The consumer voluntarily withdrew their case before it could be taken forward to a final outcome – 27 cases
- The subject matter of the dispute did not fall within the scope of what CEDR can consider under its Scheme Rules – 26 cases

(g) the average time taken to resolve domestic disputes and cross-border disputes;

	<b>Domestic</b>	<b>Cross-border</b>
Average time taken to resolve disputes (from receipt of complaint)	54.5 days	N/A
Average time taken to resolve disputes (from 'complete complaint file')	31.9 days	N/A

Total average time taken to resolve disputes	43.2 days
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(h) the rate of compliance, if known, with the outcomes the alternative dispute resolution procedures (amongst your members, or those you provide ADR for)

As far as CEDR is aware, 100% of traders have complied with outcomes. CEDR has a process in place whereby a trader that fails to comply with an adjudicator's decision that has been accepted by the consumer has their subscription to CEDR's services suspended. If non-compliance persists, the trader's subscription to CEDR's services is terminated.

***(i) This point has been removed in amendments on 1 January 2021***

Please add any additional information or data you think might be useful or interesting at the bottom of this report.