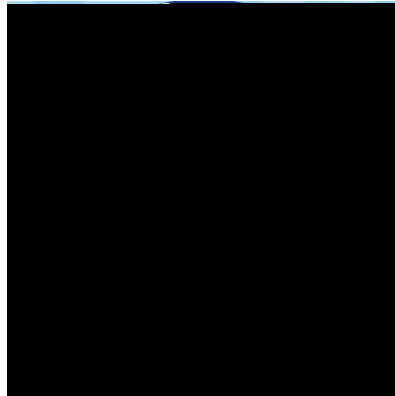


ADR Report under 20(6) of Directive 2013/11

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The Chartered Trading Standards Institute

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UK

' "g'mci f'cf[Ub]gU]cb3

The sole competent authority in your Member State

8

) "'6f]YZmXYgWf]VY'mci f'fY'UH]cbg\]d'k]h' h'Y'ch'Yf'Wca dYH'bh'Ui h'cf]h]Yg']b'mci f'A Ya VYf'GHU'Y' UbX'\ck'mci' Wc''YW'X']bZ'fa Uh]cb'Zcf'h'Y'fYdcfh'Z'ca' h'cgY'Wca dYH'bh'Ui h'cf]h]Yg's

The Chartered Trading Standards Institute works closely and has good relationship with the other UK Competent Authorities. Each competent Authority was requested to complete a word format of this form and the information has been collated.

CTSI as The Single Point of Contact works with the other Competent Authorities in the UK. They are:

- Ofgem (Gas and Electricity Markets Authority)
- The UK Civil Aviation Authority (CAA)
- FCA - Financial Conduct Authority
- National Trading Estate Agency Team (Powys County Council)
- Gambling Commission
- Ofcom (The Office of Gas and Electricity Markets)
- The Legal Services Board

Please note that there is no report from the Legal Services Board as there are currently no approved bodies in this sector.

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H\]g'gYWf]cb]g'WcbWfbYX'k]h' h'Y'UW]j]h]Ygsk]h]b'h'Y'di fj]Yk 'cZ]bX]j]Xi U' Wca dYH'bh'Ui h'cf]h]Yg']b'mci f'A Ya VYf'GHU'Y''Z'h'YfY']g'a cfY'h'Ub'cbY'Wca dYH'bh'Ui h'cf]h]Yg']bX]j]Xi U'

It should be noted for the statistical data in this report. That not all approved ADR bodies have reached a first reporting anniversary and data for those bodies is included in this report.

22 approved bodies have reported data for 2 full years and a further five bodies have reported for one full year. 2 have not yet reached a reporting anniversary.

Association of British Travel Agents – (ABTA Ltd.)

Consumer Dispute Resolution Limited - Operating as Retail ADR

Ombudsman Services – The Consumer Ombudsman

The Motor Ombudsman Limited

NetNeutrals EU Ltd.

The Furniture Ombudsman (also operating as Dispute Resolution Ombudsman)

Office of the Independent Adjudicator for Higher Education – (OIAHE)

National Conciliation Service

Renewable Energy Consumer Code – (RECC)

The Association of Chartered Certified Accountants - (ACCA)

The Property Ombudsman

British Vehicle Rental and Leasing Association – (BVRLA) (also operating as ECRCS, European Car Rental Conciliation Service.)

Centre for Effective Dispute Resolution – (CEDR)

Pro Mediate (UK) Limited

Independent Appeals Service – (IPC, Independent Parking Community)

Royal Institution of Chartered Surveyors – (RICS)

The Waterways Ombudsman Scheme

Federation of Master Builders (FMB)

HF Resolution Ltd trading as the Property Redress Scheme and The Cosmetic Redress Scheme

Removals Industry Ombudsman Scheme Ltd

ADR Group (IDR Europe Ltd)

The Independent Football Ombudsman (IFO)

The NI Law Society (The Dispute Resolution Service)

KentADR

Bus Users UK Ltd

STAR (Secure Tickets from Authorised Retailers)

South Yorkshire Trading Standards Services

Nockolds Resolution, operating Optical Consumer Complaints Service (OCCS) and The Veterinary Client Mediation Service (VCMS)

The Carpet Foundation

*" <ck 'a UbmX]gdi h'g'k YfY'gi Va]hYX'hc'h'YgY'58F 'VcX]Yg3

+" <ck 'a UbmVca d'U]bhg'k YfY'UWVdHYX'Zcf'\UbX']b['Vmi'h'YgY'58F 'VcX]Yg3

, " <ck 'a UbmVca d'U]bhg'UWVdHYX'Vmi'h'YgY'58F 'VcX]Yg'k YfY'gi VgYei Ybhimk]h'XfUk b3

By consumers?

By traders?

-" <ck 'a UbmVca d'U]bhg'k YfY'fYZ' gYX'hc'VY'\UbX'YX'Vmi'h'YgY'58F 'VcX]Yg3

%\$%Z'W]gYg'bch'\UbX'YX'Z'k \UhdYfVWbHJ[Y'k YfY'fYZ' gYX'VY'W]i gY.

(a) No prior attempt was made to contact trader

%

(b) Complaint was frivolous/vexatious

%

(c) Dispute was previously considered by ADR body or court

%

102181

, ""<ck 'a UbmWta d`U]bhg`UWVdHYX`VmiH`YgYs58F`VcX]Yg`k YfY`gi VgYei YbhmK]H`XfUk b3

6miWtbgi a Yfg3

48285

By traders?

-""<ck 'a UbmWta d`U]bhg`k YfY`fYZ`gYX`hc`VY`\UbX`YX`VmiH`YgY`58F`VcX]Yg3

85192

%\$"sCZWlgYg`bch`\UbX`YXzk` \UhdYfWVbHJ[Y`k YfY`fYZ` gYX`VYWli`gY.

(a) No prior attempt was made to contact trader

%

(b) Complaint was frivolous/vexatious

%

(c) Dispute was previously considered by ADR body or court

%

(d) The value of the claim fell below an applicable threshold

%

(e) The complaint was not submitted on time

%

(f) Dealing with the complaint would impair the effective operation of the ADR body

%

%%"`b` \ck 'a UbmWUgYg`X]X`h`YgY`58F`VcX]Yg`k YfY`UV`Y`hc`Wta`d`YH`h`Y`dfc`WXi`fY`k`]H`Ub`
ci`Hta`Y3

102181

%&"<ck 'a UbmXUmj`cb`Uj`YfU[`Y`X]X`h`YgY`58F`VcX]Yg`HJ`_`Y`hc`]ggi`Y`U`Z]bU`XYW]g]cbs

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) "'<ck 'a Um58F 'VcX]YgsUfY' bch]Z]YXs' bXYf']hgsW'ca dYh'bwW3

*"'<ck 'a UbmX]gdi h'g'k YfY'gi Va]h'X'hc' h'YgY'58F 'VcX]Yg3

+ "'<ck 'a UbmW'ca d'U]bhg'k YfY'UWV'dh'X'Z'cf' \UbX']b['Vmi' h'YgY'58F 'VcX]Yg3

, "'<ck 'a UbmW'ca d'U]bhg' UWV'dh'X' Vmi' h'YgY'58F 'VcX]Yg'k YfY'gi VgYei Ybhmk]h'XfUk b3

6miW'bgj a Yfg3

By traders?

- "'<ck 'a UbmW'ca d'U]bhg'k YfY'fYZ' gYX'hc' VY' \UbX'YX' Vmi' h'YgY'58F 'VcX]Yg3

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(a) No prior attempt was made to contact trader

 %

(b) Complaint was frivolous/vexatious

 %

(c) Dispute was previously considered by ADR body or court

 %

(d) The value of the claim fell below an applicable threshold

 %

(e) The complaint was not submitted on time

 %

(f) Dealing with the complaint would impair the effective operation of the ADR body

 %

33.0

Do you have a complaint handling procedure in place for the following services?

18296

Do you have a complaint handling procedure in place for the following services?

61

Do you have a complaint handling procedure in place for the following services?

- Yes
- No

a) Who is in charge of the mechanism (e.g.ADR entities; other)?

ADR entities

b) How does the mechanism work?

The CAA approved ADR entities must inform consumers that, if payment of any award agreed as an outcome of the ADR process has not been paid within the required timeframe, that the consumer should report such to the ADR entity. The CAA-approved ADR entities must inform consumers of the method by which consumers should notify them. The CAA-approved ADR entities must raise the matter with the airline / airport until payment is made.

c) What is the rate of compliance by traders and consumers with the ADR outcome? (Please provide supporting data)

In the aviation ADR schemes approved by the CAA, the decisions by the ADR entities are binding on the business. The rate of compliance is therefore 100%.
In the aviation ADR schemes approved by the CAA, the decisions by the ADR entities are binding on the business. The rate of compliance is therefore 100%.

Do you have a complaint handling procedure in place for the following services?

- I need to provide information about another competent authority
- I have provided information on all of the competent authorities in my Member State

Competent author

638969

623634

4331

15335

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c) What is the rate of compliance by traders and consumers with the ADR outcome? (Please provide supporting data)

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gi fj YmWUb `VY`YI dUbXYX' hc `U`ck `mci `hc `YbhYf]bZcfa Uh]cb' cb`

6mWt bgi a Yfg3

By traders?

- ""<ck 'a UbmWta d`U]bhg`k Yfy`fYz` gYX`tc` VY` \ UbX`YX` VmiH`YgY`58F` VcX]Yg3

%\$"sC ZWUgYg`bch`\ UbX`YXzk` \ UhidYfW`bHU[Y`k` Yfy`fYz` gYX`VYWUj` gY.

(a) No prior attempt was made to contact trader

 %

(b) Complaint was frivolous/vexatious

 %

(c) Dispute was previously considered by ADR body or court

 %

(d) The value of the claim fell below an applicable threshold

 %

(e) The complaint was not submitted on time

 %

(f) Dealing with the complaint would impair the effective operation of the ADR body

 %

%%"`b` \ck `a UbmWUgYg`X]X`h`YgY`58F` VcX]Yg`k` Yfy`UV`Y`tc` Wta` d`YH`h`Y`dfcW`Xi` fy`k`]h` Ub`
ci` hWta` Y3

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%`" `g`h`Yfy`U`a` YW`Ub]ga` Zcf`W`X`Y`W`_]b[`UbX`Ybgi` f]b[`Wta` d`]UbW` VmiH`Y`dUfh]Yg`k`]h` h`Y`ci` hWta` Y`
cZ`h`Y`58F` dfcW`Xi` fy3

Yes

No

a) Who is in charge of the mechanism (e.g.ADR entities; other)?

The ADR entity

b) How does the mechanism work?

Review by the entity's disciplinary committee (or similar) with potential for expulsion from scheme for failure to pay/comply with an award. Under terms of MoU between schemes, the expelled agent/firm cannot join another redress scheme until award complied with.

Further legal sanctions also available against expelled agent/firm if they continue to trade without redress membership (enforcement by National Trading Standards Estate Agency Team and local Trading Standards authorities)

c) What is the rate of compliance by traders and consumers with the ADR outcome? (Please provide supporting data)

Don't know, but over 90%

Mc i \Uj Y' bck 'dfcj]XYX']bZcfa Uh]cb'cb\$) 'Wca dYH'bhUi h\cf]h]Yg''H\]g' gi fj Ym'WUb 'VY'YI dUbXYX'hc'U'ck' mci' hc'YbhYfs]bZcfa Uh]cb'cb'U'' 'Wca dYH'bhUi h\cf]h]Yg']b' mci f' A Ya VYf'GHUH''

- 5XX'Ubch\Yf'Wca dYH'bhUi h\cf]mihc'h\]g'gi fj Ym I need to provide information about another competent authority
- 8c' bch'UXX'Ubch\Yf'Wca dYH'bhUi h\cf]m I have provided information on all of the competent authorities in my Member State

Competent authority 6

%'BUa Y'cZ'Wca dYH'bhUi h\cf]m

Gambling Commission

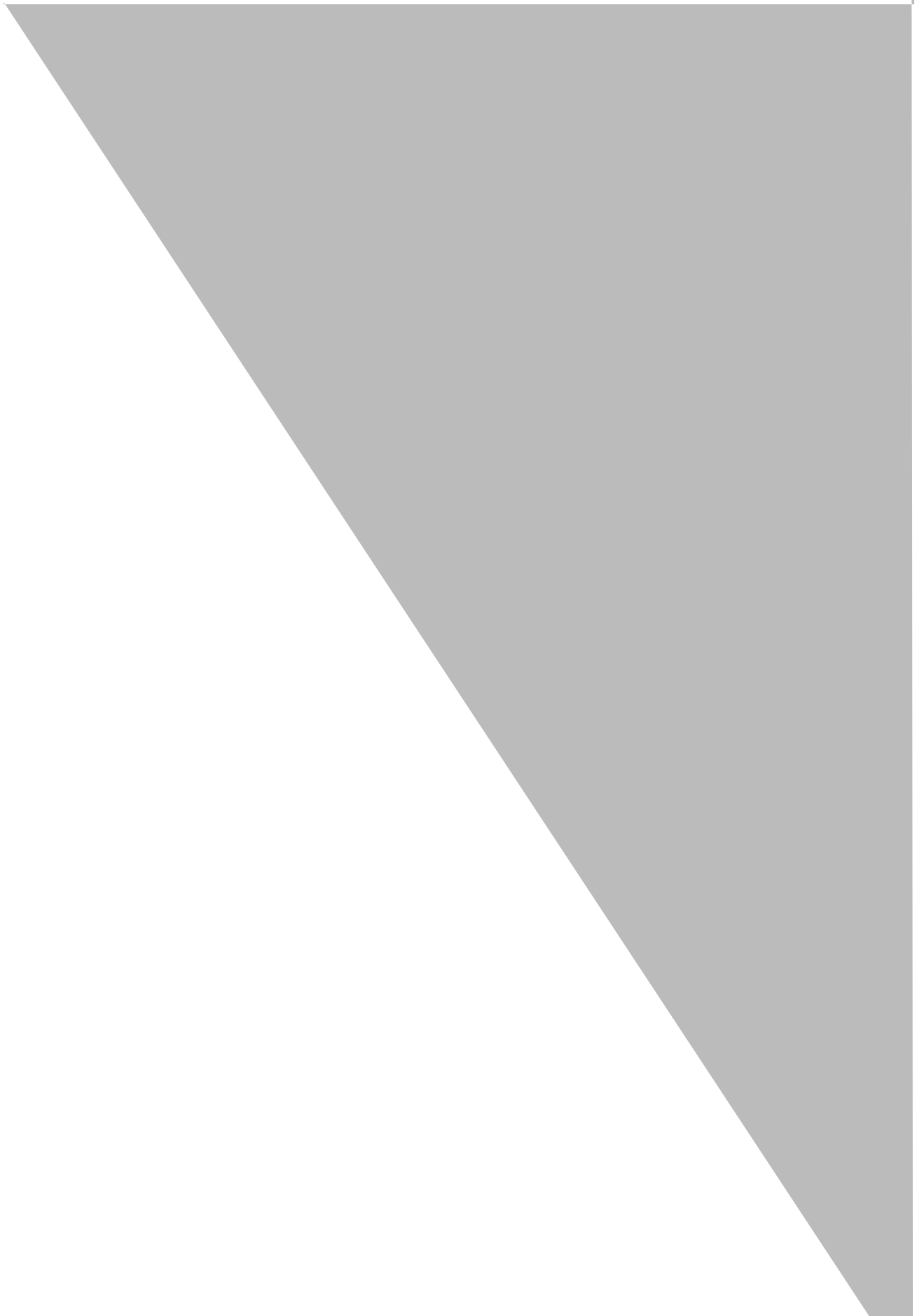
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01/10/2015

' ''8YZ]bY']g' UfYU'cZ'Wca dYH'bW'fY[''VmVi]g]bYgg'gYW'cfL

Gambling sector – We regulate all forms of gambling in Great Britain with the exception of spread betting.

(''8YgW']VY'h\Y'Wf]h]Z]W]h]cb'sdfc'W'gg'Z'cf's/Y'Wca]b['U'bc]h]Z]YX'58F'VcXmi bXYf'h\]g'Wca dYH'bh'Ui h\cf]m'



(e) The complaint was not submitted on time

%

(f) Dealing with the complaint would impair the effective operation of the ADR body

%

%"`b`ck`a`UbmWUgYg`X]X`h`YgY`58F`VcX]Yg`k`YfY`UV`Y`hc`Wta`d`YHY`h`Y`dfcWXXi`fY`k`]h`Ub`
ci`hWta`Y3

%&"`<ck`a`UbmXUmg`cb`Uj`YfU[`Y`X]X`h`YgY`58F`VcX]Yg`hU`Y`hc`]ggi`Y`U`Z]bU`XYW]g]cbs

%`" `g`h`YfY`U`a`YWX`Ub]ga`Zcf`VX`YW_]b[`UbX`Ybgi`f]b[`Wta`d`]UbWV`Vmi`h`Y`dUfh]Yg`k`]h`h`Y`ci`hWta`Y`
cZ`h`Y`58F`dfcWXXi`fY3

Competent authority 7

% "BUa Y'cZVta dYH'bhUi h'cf]m

Ofcom (The Office of Gas and Electricity Markets)

&"8UH']h'Vta a YbWX'cdYfUH]b['Ug'Vta dYH'bhUi h'cf]m

09/07/2015

' "8YZ]bY']hg' UfYU'cZVta dYH'bW' fY["VmVi g]bYgg'gYV'cft

Broadcasting, Communications and Postal Sectors.

("8YgW]VY'hY'Wfh]VWh]cbsdfcWgg'Zcfs'YVta]b['U'bch]ZYX'58F 'VcXmi bXYf'h.]g'Vta dYH'bh'Ui h'cf]m'

The Alternative Dispute Resolution for Consumer Dispute regulations 2015 sets the minimum standards that ADR scheme applicants must meet to achieve certification. This can be found in schedule 3 of the regulations. There are no costs associated with certification.

ADR schemes approved solely under the regulation can only deal with non-communications disputes. For example, they cannot deal with complaints about broadband service etc, those are dealt with by the ADR schemes that are approved by Ofcom under the Communications Act 2003.

The Communications Act 2003 also gives Ofcom powers to approve ADR bodies. Section 54(2) of the Communications Act says Ofcom must not approve schemes unless they are independent, transparent, non-discriminatory, effective, free of charge to the customer, vested with powers to compensate, and able to enforce compensation awards. Therefore approval are made under the Communications Act 2003 and The Alternative Dispute Resolution for Consumer Dispute regulations 2015 for Broadcasting, Communications and Postal Sectors.

Only two ADR schemes are approved for the Communications Act purposes.

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Five are approved under the regulation – Ombudsman Services (OS), Communications and Internet Services Adjudication Scheme (CISAS), CDRL, Promediate and Postal Redress Service (POSTRS).

Two are approved under the Communications Act: Ombudsman Services (OS), Communications and Internet Services Adjudication Scheme (CISAS)

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80737

, " < c k ' a U b m W t a d ' U] b h g ' U W W d H X ' V m i h Y g Y s 5 8 F ' V c X] Y g ' k Y f Y ' g i V g Y e i Y b h m k] h X f U k b 3

6 m i W t b g i a Y f g 3

207

By traders?

2230

- " < c k ' a U b m W t a d ' U] b h g ' k Y f Y ' f Y Z ' g Y X ' h c ' V Y ' \ U b X ' Y X ' V m i h Y g Y ' 5 8 F ' V c X] Y g 3

21190

% \$ " s C Z W g Y g ' b c h ' \ U b X ' Y X z k \ U h d Y f W b h U [Y ' k Y f Y ' f Y Z ' g Y X ' V Y W i g Y .

(a) No prior attempt was made to contact trader

27.6 %

(b) Complaint was frivolous/vexatious

0.33 %

(c) Dispute was previously considered by ADR body or court

1.8 %

(d) The value of the claim fell below an applicable threshold

0.08 %

(e) The complaint was not submitted on time

0.38 %

(f) Dealing with the complaint would impair the effective operation of the ADR body

0 %

% % " < c k ' a U b m W W g Y g ' X] X ' h Y g Y ' 5 8 F ' V c X] Y g ' k Y f Y ' U V ' Y ' h c ' W t a d ' Y H ' h Y ' d f c W X i f Y ' k] h ' U b ' c i H t a Y 3

68719

%&" <ck 'a UbmXUmg 'cb 'Uj YfU[Y'X]X'h\YgY'58F 'VcX]Yg 'hU_Y'hc 'lggi Y'U'Z]bU'XYW]g]cbs

36

% "'g'h\YfY'U'a YW\Ub]ga 'Zcf'WX'YW_]b['UbX'Ybgi f]b['Wta d']UbW'Vmi'h\Y'dUfh]Yg'k]h'h\Y'ci hWta Y' cZH\Y'58F 'dfcW'Xi fY3

- Yes
- No

a) Who is in charge of the mechanism (e.g.ADR entities; other)?

ADR entities

b) How does the mechanism work?

The schemes have different methods for checking compliance. Some schemes close complia



CTSI (Competent Authority and Single point of Contact)

The implementation of the ADR directive saw the criteria in the Directive mirrored in UK law. As such, an ADR body needs to fully comply with all the criteria laid down but does not, unless it wishes to, go over and above this level of provision.

Compliance with the criteria has seen many ADR bodies required to make significant changes to their existing procedures, policies and general case handling processes.

There is now far more transparency in the information that is provided to the parties before, during and at the closure of a dispute. Information has to be provided in a clear, transparent manner at all stages which helps to improve the consumers view of impartiality, particularly when an approved ADR body is also a trade body.

We have seen many approved ADR bodies provide more training for their ADR officials, as a result of the audit/certification process. Approved bodies are now expected to keep clear records of staff training, appraisals, etc which may not have been done previously.

Complaints made, about the services provided by approved bodies, are discussed with the relevant body. This is used to examine their meeting of the criterion and also to encourage best practice around customer service.

It is hoped to hold meetings, with groups of approved bodies, to further identify and encourage best practices, particularly around the issues of transparency and effectiveness.

Ofgem (Gas and Electricity Markets Authority)

Not Answered

CAA (The Civil Aviation Authority)

Consumer satisfaction with ADR – the CAA is facilitating best practice in the area of satisfaction surveys for consumers that use ADR.

Quality assurance – the CAA is facilitating best practice in the area of quality assurance for ADR decision making.

FCA - Financial Conduct Authority

The FOS shares information about the complaints that they see and their approach to resolving them in their annual review, ombudsman news and insight reports which are all available on their website.

National Trading Estate Agency Team (Powys County Council)

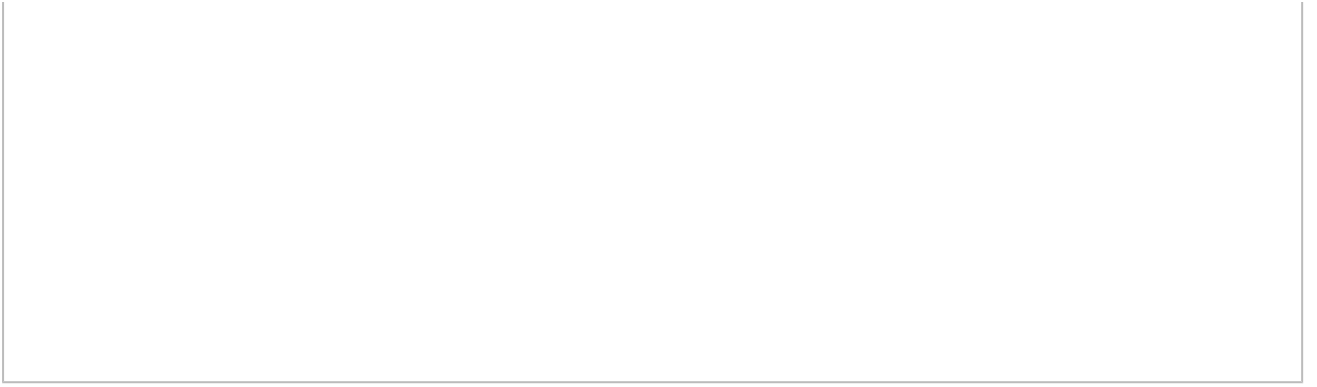
Not Answered

Ofcom (The Office of Gas and Electricity Markets)

OS and CISAS report on their performance and put complaints data on their websites, allowing customers and stakeholders to see how the schemes are performing against their KPIs and also to compare traders (for example to compare the percentage of complaints found in the consumers favour).

The schemes also provide us with monthly/quarterly reporting on volumes of accepted cases, service types generating most referrals and how well communication providers are signposting. Both schemes also cooperate with Ofcom and attend regular meetings and calls to discuss issues and set up industry liaison meetings between themselves and members to encourage best practice.

The Gambling Commission



provided the name of the approved ADR body. The trader has fulfilled the trader requirement under the legislation but still does not have to engage with the body.

Coverage is important but without trader engagement coverage has no impact

Ofgem (Gas and Electricity Markets Authority)

Not Answered

CAA (The Civil Aviation Authority)

Not Answered

FCA - Financial Conduct Authority

The FOS offers both a mandatory and a voluntary alternative dispute resolution scheme for disputes about a range of financial products and services brought by consumers against financial businesses

National Trading Estate Agency Team (Powys County Council)

Not Answered

Ofcom (The Office of Gas and Electricity Markets)

N/A

The Gambling Commission

N/A

*"8cYg'U'fYg]Xi U`58F`Ybh]mcdYfUH'`]b`mci f`A Ya VYf`GHU3`]Zgcžk \Uh]g`h`Y`g\UfY`cZW`bgi a Yf`X]gdi hY`gi Va]hYX`hc`58F`Ybh]Yg`\UbX`YX`Vm`h`Y`fYg]Xi U`58F`Ybh]m3s

CTSI (Competent Authority and Single point of Contact)

The residual sector in the UK is covered, at present, by 29 approved /certified ADR bodies as mentioned earlier. Some of these operate in specific sectors of the unregulated market, as they are trade body based, and others are generalists.

Ofgem (Gas and Electricity Markets Authority)

Not Answered

CAA (The Civil Aviation Authority)

In the consumer aviation sector, the CAA has maintained its own complaint handling service to handle consumer complaints in relation to airlines and airports that do not participate in ADR. The scope of the CAA's complaint handling service is limited to consumer complaints arising in relation to Regulation EC 261/2004, Regulation EC 1107/2006, and lost, damaged or delayed baggage under the Montreal Convention.

FCA - Financial Conduct Authority

No

National Trading Estate Agency Team (Powys County Council)

Not Answered.

Ofcom (The Office of Gas and Electricity Markets)

N/A

The Gambling Commission
All ADR providers operate in Great Britain.

+''8YgW]VY'h\Y'cj YfU`g]h Uh]cb]b'mci f'A Ya VYf'GHU']b'fY'Uh]cb'58F 'ei U']miUWw'fX]b['hc'h\Y'
Zc`ck]b['W]h'f]U.

(a) Transparency

CTSI (Competent Authority and Single point of Contact)

The approved ADR bodies in the unregulated sector are thoroughly assessed in relation to transparency on approval/certification. All are required to clearly display the logo that shows that they are an approved /certified ADR body for the purposes of Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015. The audit process ensures that each body provides on its website and in a durable form if requested all the points laid out in Schedule 3: 5(a-p). They are required to provide this information in a clear, understandable and easily found manner.

The bodies are asked to hold a conflict of interest log, where any conflict that may affect a case is recorded so as to enhance transparency.

Checks are made to ensure that annual reports are displayed on websites within the required time frame of
(a) Ts are made P ensb

CAA (The Civil Aviation Authority)

Good.

FCA - Financial Conduct Authority

Section 225(1) of FSMA provides for a scheme under which certain disputes may be resolved quickly and with minimum formality by an independent person.

National Trading Estate Agency Team (Powys County Council)

Not Answered.

Ofcom (The Office of Gas and Electricity Markets)

OS and CISAS have structures and processes in place to provide a suitable environment for adjudicators and investigation staff to manage cases independently from interference or influence from member communication providers.

The Gambling Commission

Please see answer above.

(c) Accessibility/Cost

CTSI (Competent Authority and Single point of Contact)

Consumer access to an approved/certified

Ofcom (The Office of Gas and Electricity Markets)

OS and CISAS offer a range of different services to consumers to help them log a complaint; they accept complaints via phone, email and letter, and utilise online portals, which allow those consumers with internet access to monitor the progress of their case and submit additional information via the portal. The Schemes also have enquiry teams that can respond to consumer queries regarding the process and whether a particular complaint is within scope. The Schemes are able to provide documents in a variety of formats and in multiple languages where required.

Both schemes are free to use for consumers.

The Gambling Commission

All ADR providers are accessible and must be free of charge to customers.

(d) Expertise in dispute resolution

CTSI (Competent Authority and Single point of Contact)

This is an area where there has been evidence of increased training and provision of various courses for ADR officials in many of the approved/certified ADR bodies in the unregulated sector.

It is not seen as essential that an ADR official has formal qualifications in either law or dispute management however there needs to be evidence to show relevant experience, training to ensure competent dispute management and decision on disputes. Direction is made to <https://www.businesscompanion.info/>

On audit and compliance visits sample cases will be examined for handling procedures and outcome decisions.

Ofgem (Gas and Electricity Markets Authority)

Not Answered

CAA (The Civil Aviation Authority)

Good. The CAA is planning to commission an independent reviewer to review a number of aspects of the ADR function. This will include training and expertise, as well as quality assurance

FCA - Financial Conduct Authority

The FOS's recruitment processes are designed to identify people who have the skills and experience required in dispute resolution. A comprehensive induction programme, which includes a period of mentoring, is undertaken on joining the service. Case handlers have to demonstrate that they possess the necessary knowledge and skills including an understanding of the law relevant to their role to be able to pass their probation period.

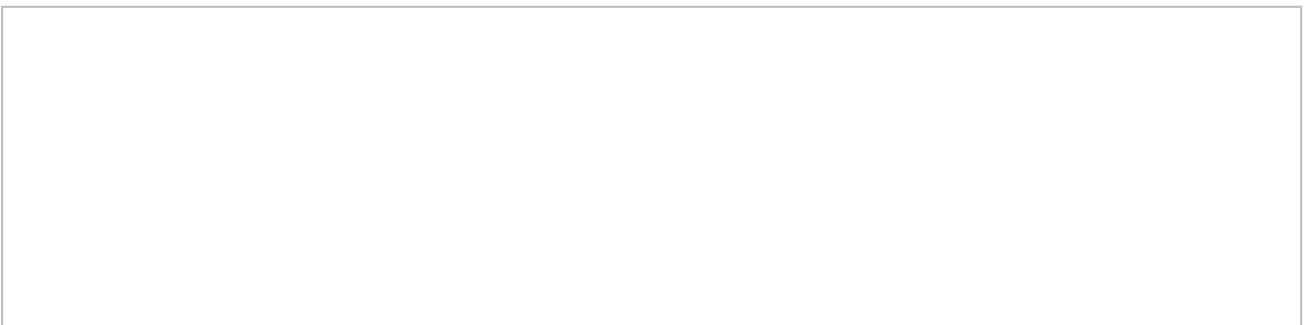
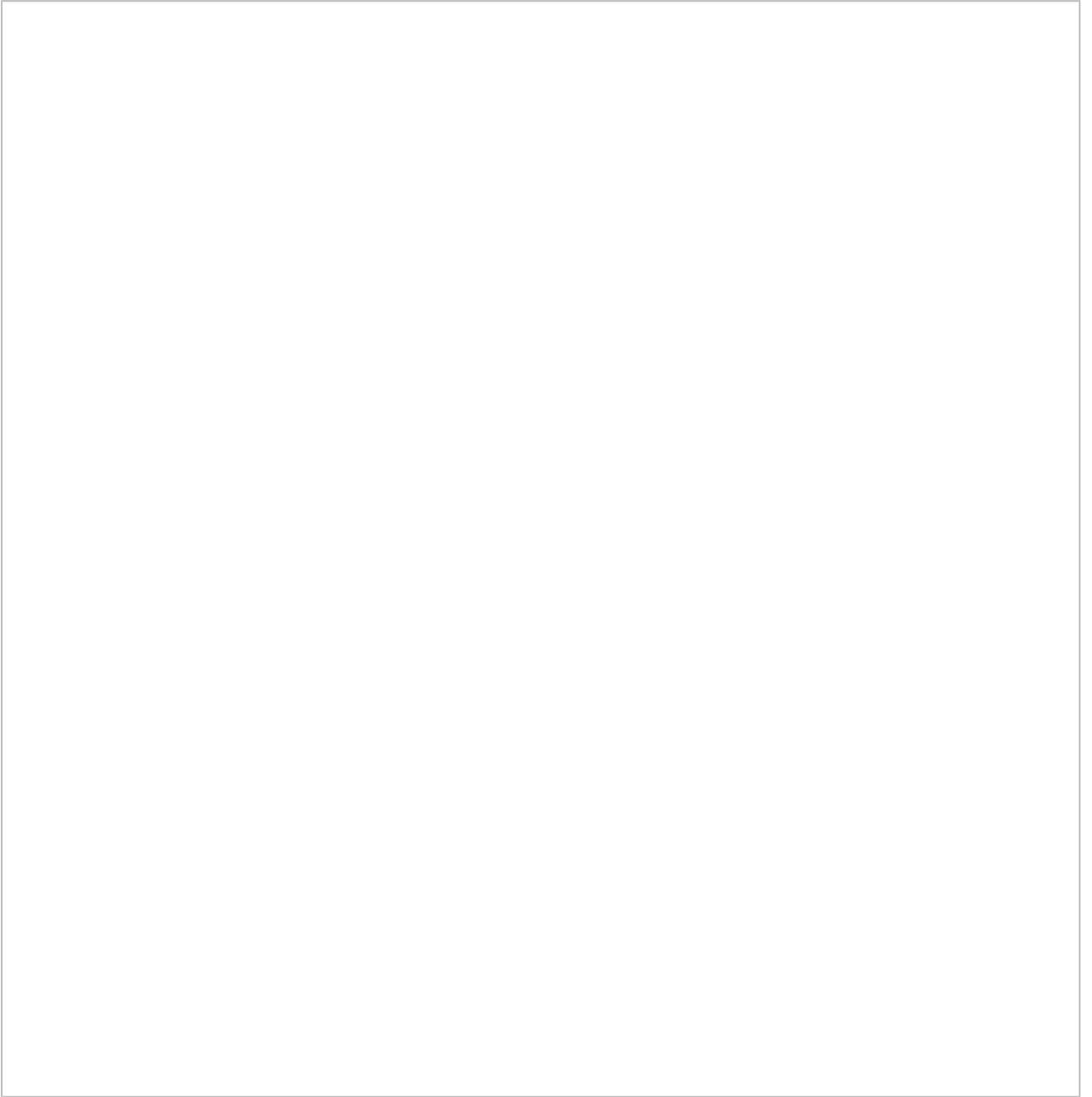
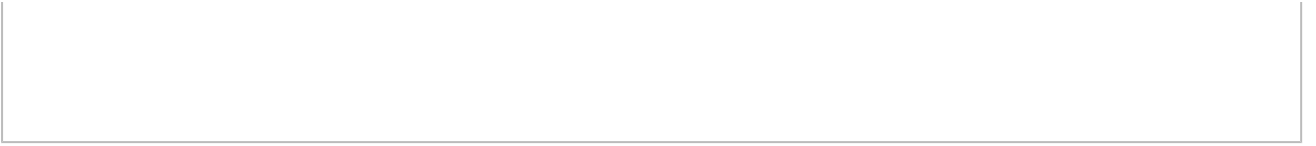
National Trading Estate Agency Team (Powys County Council)

Ofcom (The Office of Gas and Electricity Markets)

In our review, a consultant carried out a review of a sample of decisions and found 85% of decisions were reasonable, with the rest being questionable in that another outcome could've been reached. But none were found to be entirely unreasonable.

The Gambling Commission

Some ADR providers specialise in particular types of gambling, while other are more general. In practice,



None.

FCA - Financial Conduct Authority

N/A

As mentioned previously we are developing a new framework of additional requirements that approved ADR providers in the gambling sector will in future need to meet alongside the requirements of the ADR regulations.

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CTSI (Competent Authority and Single point of Contact)

There needs to be significantly more trader take up to ensure that the ADR becomes accessible for the majority of consumers and that the existing ADR coverage is made use of.

Although the free or nominal cost to consumer is generally a positive to the ADR landscape there may need to be a more balanced approach, to encourage traders to engage with the process. The question has to be asked whether the cost of the process is too heavily weighted on the trader and therefore a deterrence to ADR engagement

Even though on paper, the UK has good sectoral coverage this is not the case in practice. Where an approved ADR body may be willing to take any dispute in the unregulated sector this does not ensure engagement from the trader even though the body maybe competent

If a trader is a member of a trade body that offers an ADR services but is not an approved/certified body, the trader is unlikely to agree to engage with the ADR body that would take any complaint. They are likely to still choose to engage with the un approved ADR body.

Ofgem (Gas and Electricity Markets Authority)

Not Answered

CAA (The Civil Aviation Authority)

The UK government is currently developing a new Aviation Strategy. As part of this, it is considering a number of important consumer issues, including for example whether participation in ADR should be made mandatory in the UK for the consumer aviation sector. The CAA is currently considering these issues and will be participating in the development of the UK government's Strategy

FCA - Financial Conduct Authority

Nothing to add.

Put additional processes in place to handle spikes in complaint volumes.

The Gambling Commission
Please see question 7 (a)

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CTSI (Competent Authority and Single point of Contact)

None.

Ofgem (Gas and Electricity Markets Authority)

N/A

CAA (The Civil Aviation Authority)

None.

FCA - Financial Conduct Authority

No

National Trading Estate Agency Team (Powys County Council)

Not Answered.

Ofcom (The Office of Gas and Electricity Markets)

N/A

The Gambling Commission

We are aware of two complaints that have been submitted through the ODR platform but have not reached the intended ADR provider. We are not sure if this is a common problem as only a small percentage of disputes in the gambling sector come via this method. In addition, one provider has noted that they have received disputes via the ODR platform that relate to non-gambling matters, which could indicate that consumers are not finding the platform as clear as it could be.

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Just-E3-ODR@extec.europa.eu