

ADR Entity Reporting – Biennial Report

For the Chartered Trading Standards Institute (CTSI)

Reporting period: 1 August 2017 – 31 July 2019

In June 2015 CEDR was approved by CTSI to provide alternative dispute resolution under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 (“the Regulations”).

As part of CTSI’s approval, CEDR is required under Schedule 6 of the Regulations to communicate the following information every two years:

- (a) The number of disputes received by the ADR entity and the types of complaints to which the disputes related

In the reporting period, CEDR received a total of 1838 disputes. Of these, 1688 disputes came within the scope of what CEDR can deal with, while 150 were either out of scope or were discontinued for operational reasons.

The following table sets out the types of disputes that were referred to CEDR in the reporting period which came within the scope of what CEDR can deal with.

Complaint Types	Number of Cases
Funeral and estate planning disputes	183
Holidays and travel disputes	611
Home building and residential disputes	894

- (b) The percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached

During the reporting period, CEDR discontinued a total of 131 cases. This represents 7.1% of the total amount of disputes received by CEDR.

The following table sets out the percentage share of the reasons for which CEDR discontinued cases:

Reason for Discontinuance	Percentage Share
The subject matter of the dispute did not fall within the scope of what CEDR can consider under its Scheme Rules	21.3%
The consumer submitted an incomplete application to CEDR which could not be taken forward owing to the lack of information	49%
The trader that the consumer is complaining about was not registered with CEDR as its ADR entity	0.7%
The consumer was not a 'customer' of the trader under the definition set out in the relevant CEDR Scheme Rules	3%
The consumer voluntarily withdrew their case before it could be taken forward to a final outcome	26%

- (c) The average time taken to resolve the disputes which the ADR entity has received

Disputes took an average of 57 calendar days to resolve.

- (d) The rate of compliance, if known, with the outcomes of its alternative dispute resolution procedures

CEDR does not record data on the rate of compliance with outcomes as a matter of course. However, there are no outcomes which we have 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

Traders should always take each complaint seriously, and should consider at an early stage in their complaints process whether or not it may be appropriate to make an offer of settlement to a consumer. This may prevent small disputes 'snowballing' into larger ones.

It is important that traders' complaint processes are effective in resolving disputes raised by consumers. As part of this, traders should endeavour to

always provide comprehensive and prompt responses to complaints, dealing with the issues raised with empathy and offering adequate remedial measures to consumers where appropriate.

- (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 co-operation in that network

CEDR has not dealt with any cross-border disputes in the reporting period, and it does not co-operate with any network of ADR entities which facilitate the resolution of such disputes.

- (g) Where the ADR entity provides training to its ADR officials, details of the training it provides

CEDR supports the continuing training and development of its ADR officials. In this reporting period, training has been provided to ADR officials on best practice on decision-making techniques, including requests for further evidence from the parties and making directions.

- (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 continues to offer highly effective alternative dispute resolution which has evolved and innovated during the period covered by this Biennial Report.

Since April 2019, all disputes referred to CEDR are processed through an online case management platform which the parties to the dispute can log into, upload all relevant evidence and submissions, and where the adjudicator or arbitrator can ask queries of the parties and upload their decision on the dispute. This platform, which provides 360-degree visibility for all parties, has been highly successful in providing users with a transparent and effective dispute resolution procedure.