

---

STATUTORY INSTRUMENTS

---

**2015 No. 542**

**The Alternative Dispute Resolution for Consumer Disputes  
(Competent Authorities and Information) Regulations 2015**

**PART 2**

**Competent Authorities and ADR Entities**

**[<sup>F1</sup>The ADR entity's duty to cooperate**

**14A.**—(1) The ADR entity must take reasonable steps to—

<sup>F2</sup>(a) .....

(b) conduct regular exchanges of best practices with other ADR entities regarding the settlement of <sup>F3</sup>... domestic disputes.

(2) The ADR entity must take such steps as it considers appropriate to cooperate with bodies or persons [<sup>F4</sup>which are enforcers under Part 8 of the Enterprise Act 2002].

(3) Cooperation under paragraph (2) includes, in particular, exchange of information on practices in specific business sectors about which consumers have repeatedly lodged complaints.]

**Textual Amendments**

- F1** Regs. 14A-14C inserted (9.7.2015) by [The Alternative Dispute Resolution for Consumer Disputes \(Amendment\) Regulations 2015 \(S.I. 2015/1392\)](#), regs. 1(2), **2(8)**
- F2** Reg. 14A(1)(a) omitted (31.12.2020) by virtue of [The Consumer Protection \(Amendment etc.\) \(EU Exit\) Regulations 2018 \(S.I. 2018/1326\)](#), regs. 1(3), **9(9)(a)**; 2020 c. 1, Sch. 5 para. 1(1)
- F3** Words in reg. 14A(1)(b) omitted (31.12.2020) by virtue of [The Consumer Protection \(Amendment etc.\) \(EU Exit\) Regulations 2018 \(S.I. 2018/1326\)](#), regs. 1(3), **9(9)(b)**; 2020 c. 1, Sch. 5 para. 1(1)
- F4** Words in reg. 14A(2) substituted (31.12.2020) by [The Consumer Protection \(Amendment etc.\) \(EU Exit\) Regulations 2018 \(S.I. 2018/1326\)](#), regs. 1(3), **9(9)(c)**; 2020 c. 1, Sch. 5 para. 1(1)

**Changes to legislation:**

There are currently no known outstanding effects for the The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015, Section 14A.