

SCHEDULE 3

Requirements that a competent authority must be satisfied that the [F¹person] meets

Textual Amendments

- F1** Word in Regulations substituted (9.7.2015) by [The Alternative Dispute Resolution for Consumer Disputes \(Amendment\) Regulations 2015 \(S.I. 2015/1392\)](#), **reg. 2(2)**

Access to the ADR entity

2. The [F¹person] —
- (a) maintains an up-to-date website which provides the parties to a domestic dispute ^{F2}... with information regarding the alternative dispute resolution procedure operated by the [F¹person];
 - (b) provides the information referred to in sub-paragraph (a) to a party on a durable medium, if a party requests it;
 - (c) ensures that its website enables a consumer to file an initial complaint submission and any necessary supporting documents online;
 - (d) permits the consumer to file an initial complaint submission by post, if the consumer wishes;
 - (e) enables the exchange of information between the parties via electronic means or, if a party wishes, by post;
 - ^{F3}(f)
 - ^{F3}(g)

Textual Amendments

- F2** Words in [Sch. 3 para. 2\(a\)](#) omitted (31.12.2020) by virtue of [The Consumer Protection \(Amendment etc.\) \(EU Exit\) Regulations 2018 \(S.I. 2018/1326\)](#), regs. 1(3), **9(16)(b)(i)**; 2020 c. 1, Sch. 5 para. 1(1)
- F3** [Sch. 3 para. 2\(f\)\(g\)](#) omitted (31.12.2020) by virtue of [The Consumer Protection \(Amendment etc.\) \(EU Exit\) Regulations 2018 \(S.I. 2018/1326\)](#), regs. 1(3), **9(16)(b)(ii)**; 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, Paragraph 2.