

**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, SCHEDULE 5. (See end of Document for details)

SCHEDULE 5

Regulation 11(2)

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

- (a) the number of domestic disputes <sup>F1</sup>... the ADR entity has received;
- (b) the types of complaints to which the domestic disputes <sup>F1</sup>... relate;
- (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;
- (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;
- (e) the number of disputes which the ADR entity has refused to deal with, and percentage share of the grounds set out in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes;
- (f) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for the discontinuation;
- (g) the average time taken to resolve domestic disputes <sup>F1</sup>...;
- (h) the rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures;
- <sup>F2</sup>(i) .....

**Textual Amendments**

**F1** Words in Sch. 5 omitted (31.12.2020) by virtue of [The Consumer Protection \(Amendment etc.\) \(EU Exit\) Regulations 2018 \(S.I. 2018/1326\)](#), regs. 1(3), **9(18)(a)**; 2020 c. 1, Sch. 5 para. 1(1)

**F2** Words in Sch. 5 omitted (31.12.2020) by virtue of [The Consumer Protection \(Amendment etc.\) \(EU Exit\) Regulations 2018 \(S.I. 2018/1326\)](#), regs. 1(3), **9(18)(b)**; 2020 c. 1, Sch. 5 para. 1(1)

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