

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 6. (See end of Document for details)

SCHEDULE 6

Regulation 11(3)

Information which an ADR entity must communicate to the relevant competent authority every two years

- (a) the number of disputes received by the ADR entity and the types of complaints to which the disputes related;
- (b) the percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached;
- (c) the average time taken to resolve the disputes which the ADR entity has received;
- (d) the rate of compliance, if known, with the outcomes of its alternative dispute resolution procedures;
- (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;
- ^{F1}(f)
- (g) where the ADR entity provides training to its ADR officials, details of the training it provides;
- (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.

Textual Amendments

F1 Words in Sch. 6 omitted (31.12.2020) by virtue of [The Consumer Protection \(Amendment etc.\) \(EU Exit\) Regulations 2018 \(S.I. 2018/1326\)](#), regs. 1(3), **9(19)**; 2020 c. 1, Sch. 5 para. 1(1)

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