

The Dispute Service Ltd

**THE ALTERNATIVE  
DISPUTE RESOLUTION  
FOR CONSUMER  
DISPUTES  
(COMPETENT  
AUTHORITIES AND  
INFORMATION  
REGULATIONS 2015)**



SCHEDULE 5 ANNUAL ACTIVITY REPORT



## Schedule 5 Information for ADR Bodies

The Dispute Service Ltd was approved by the Chartered Trading Standards Institute (CTSI) in December 2021 as a provider of alternative dispute resolution (ADR) under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015. Schedule 5 of the Regulations requires approved ADR providers to report certain information annually to CTSI and to make the information available on their websites.

This report contains the information supplied by the Dispute Service to CTSI for the 12 months to December 2022.



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

(a) the number of domestic disputes the ADR entity has received;

No. enquiries received (domestic)	30,575
No. enquiries received (cross-border)	0
No. disputes received (domestic)	30,575
No. disputes received (cross-border)	0
No. disputes accepted (continued to case) (domestic)	29,484
No. disputes accepted (continued to case) (cross-border)	0

(b) the types of complaints to which the domestic disputes and cross-border disputes relate;

### TYPES OF DISPUTES:

- Tenant/landlord disputes in the private rented sector, primarily about the distribution of the tenancy deposit.

(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;

*No systemic issues or significant problems to report.*

(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;

N/A

(e) the number of disputes which the ADR entity has refused to deal with, and the percentage share of the grounds set in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes;

**Total no. of disputes rejected**

**1,091**

Reason	No. rejected	Percentage of rejected
a) the consumer has not attempted to contact the trader first	703	2.4%
b) the dispute was frivolous or vexatious	0	
c) the dispute had been previously considered by another ADR body or the court	0	
d) the value fell below the monetary value	N/A	
e) the consumer did not submit the disputes within the time period specified	388	1.3%
f) dealing with the dispute would have impaired the operation of the ADR body	0	
g) other (enquired too early, not yet complained to trader, trader not member, advice call etc...)	0	

(f) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for discontinuation;

	No. discontinued	Percentage of rejected
Discontinued for operational reasons	297	1.0%

#### REASONS FOR DISCONTINUATION:

These are cases where one or both parties has withdrawn or withheld their consent and we are unable to adjudicate or mediate.

(g) the average time taken to resolve domestic disputes and cross-border disputes;

	Domestic	Cross-border
Average time taken to resolve disputes (from receipt of complaint)	54.2	N/A
Average time taken to resolve disputes (from 'complete complaint file')	19.0	N/A
<b>Total average time taken to resolve disputes</b>		<b>54.2</b>

(h) the rate of compliance, if known, with the outcomes the alternative dispute resolution procedures (amongst your members, or those you provide ADR for)  
100%

(i) This point has been removed in amendments on 1 January 2021