

**Bi Annual report February 2021- February 2022**

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;
  
- f) where the ADR entity is a member of any network of ADR entities which facilitates the resolution of cross-border disputes, an assessment of the effectiveness of its co-operation in that network;
  
- 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.

1

0

N/A

N/A

It would be good if there was a better mechanism of streamling the applications according to the types of disputes they relate to

N/A

We have an Mediation Accreditation programme recognised by CMC in the UK and International Mediation Institutie (IMI)

We want to expand our offering to include an adjudication scheme and would welcome some assistance in marketing and promotion of the service.