**ADR Entity Reporting - Annual Report**

Reporting period 1 October 2017 – 30 September 2018

ProMediate (UK) Limited

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| **Information as specified in regulations** | **Basic guidance** |
| 1. the number of domestic disputes and cross-border disputes the ADR entity has received;
 | 61 |
| 1. the types of complaints to which the domestic disputes and cross-border disputes relate;
 | Disputes concerning lawyers and legal services.Gambling disputesCredit hire and repairDomestic building disputesPurchase of shoesSecond hand car purchase and car repairsWedding deposits Disputes concerning building coatings Complaints about holidays  |
| 1. 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;
 | We are aware of disputes concerning vehicle sales and repair, the purchase of electrical items, the supply of legal services, disputes with builders and carpet installation and fitting where the retailer, builder or lawyer refuses to use ADR.  |
| 1. 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;
 | In relation to building work disputes would reduce if builders provided accurate estimates for the work done and recorded variations to contracts.Generally, disputes could be resolved if parties agreed to use ADR or had to do so before commencing or defending court proceedings. There is little incentive for traders to use ADR and we are not aware of any enforcement action for breach of the Regulations. |
| 1. 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;
 | We have not refused to deal with any disputes.* Percentage split between the 6 categories of grounds for refusal in para 13 Schedule 3 - 0%
* cases discontinued for non-operational reasons 0%
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| 1. the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for the discontinuation;
 | * n/a
* n/a
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| 1. the average time taken to resolve domestic disputes and cross-border disputes;
 | Average time in days – average 19 days from notification – domestic only. |
| 1. the rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures;
 | 100% Customers would complain further not returned. |
| 1. the co-operation, if any, of the ADR entity within any network of ADR entities which facilitates the resolution of cross-border disputes.
 | N/a |