

ADR Clause

The Consumer Rights Act 2015 & alternative dispute resolution: guidance for businesses

When amending your website or terms and conditions, or in any deadlock letter to customers the following paragraph is suitable for consumer and B2B disputes.

There is a legal requirement to signpost consumers to ADR.

ADR Clause:

" (Insert business name) 's ADR provider under "The Alternative Dispute Resolution for Consumer Disputes (Amendment) Regulations 2015 is:

ProMediate (UK) Limited, Brow Farm Top Road Frodsham WA66SP, which is Registered with the Civil Mediation Council and certified by Chartered Trading Standards Institute and the Gambling Commission.

We are prepared to mediate appropriate disputes by mediators provided by ProMediate.