



## ADR Provider Bi-annual Report 2018-19 ProMediate (UK) Limited

### Schedules 5 and 6 of the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations.

This was the fifth year of operation and again there was minimal publicity given to the Regulations and no enforcement of any breach of the Regulations that we were aware of. There has been no planning for dealing with the EU Platform following Brexit. A “no deal” Brexit would jeopardise our work to date and the grant which we have received. Coronavirus has had an impact on numbers of disputes referred to us as there were fewer in person purchases during the restrictions. We are offering a free trial of our service.

#### SCHEDULE 5

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

**a) the number of domestic disputes and cross-border disputes the ADR entity has received;**

**1 October 2019– 30 September 2020**

54 (including gambling disputes)

0 cross border

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

Disputes concerning lawyers and legal services. Gambling disputes (Gambling Commission) Credit hire and repair Domestic building disputes Second hand car purchase and car repairs White goods purchase Complaints about holidays The majority of matters we deal with relate to gambling operators and credit hire repair services.
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**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;**

We are aware of disputes concerning vehicle sales and repair, the purchase of electrical items, the supply of legal services, disputes with builders where the retailer, builder or lawyer refuses to use ADR.

**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;**

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.

**e)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. Sometimes traders have refused to use ADR.

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

We have not discontinued any ADR procedures for operational reasons.

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

Average time in days – average 10 days from notification

**h)the rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures;**

100%

**i)the co-operation, if any, of the ADR entity within any network of ADR entities which facilitates the resolution of cross-border disputes**

Not applicable