

ADR Entity Reporting - Annual Report

Reporting period 1 October 2021 – 30 September 2022

ProMediate (UK) Limited

Information as specified in regulations	Basic guidance
a) the number of domestic disputes and cross-border disputes the ADR entity has received;	0 domestic 0 cross border
b) the types of complaints to which the domestic disputes and cross-border disputes relate;	N/A
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;	M/A
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 percentage share of the grounds set out in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes;	<p>We have not refused to deal with any disputes.</p> <ul style="list-style-type: none"> Percentage split between the 6 categories of grounds for refusal in para 13 Schedule 3 -0% Percentage not within ADR entity remit because of <ul style="list-style-type: none"> - Gambling Commission regulatory issue - Not the relevant gambling sector - Other cases discontinued for non-operational reasons 0%
f) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for the discontinuation;	<ul style="list-style-type: none"> n/a n/a

g) the average time taken to resolve domestic disputes and cross-border disputes;	Average time in days – n/a
h) the rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures;	N/A
i) 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

In addition, we request the following information, which is not included in the ADR Regulations:

j) % of completed disputes ruled in favour of the operator	(Not a ruling)
k) % of completed disputes ruled in favour of the consumer	(Not a ruling)
l) % of completed disputes settled by the operator during the ADR body investigation	0%

For annual report only - note that all fields relating to the annual report must be displayed on your website by 1 November each year.

k) 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;

N/A

l) 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

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

N/A

n) 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