

**ADR Entity Reporting**

**Information which an ADR entity must communicate to the relevant Competent Authority every two years**

Reporting period - 1 October 2021 – 30 September 2023

Name of ADR Provider – ProMediate

**Biennial activity report required information.**

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| **Information as specified in regulations** | **Basic guidance** | **Annual Report Qs** |
| 1. the number of disputes received by the ADR entity and the types of complaints to which the disputes related | We have only dealt with one dispute which concerned the allegation that the operator had not acted in a correct manner in respect of social responsibility. | a & b |
| 1. the percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached. | 0 | d |
| 1. the average time taken to resolve the disputes which the ADR entity has received | 56 because in this dispute the complaint was abroad for a period during the process | e |
| 1. the rate of compliance, if known, with the outcomes of its alternative disputes procedures | Not applicable as the operator had not breached its obligations |  |
| 1. 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 | The limits for warning gamblers about excessive usage could be lowered | l |
| 1. 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 cooperation in that network. | Not applicable | n |
| 1. where the ADR entity provides training to its ADR officials, details of the training it provides | We do not provide training to our one mediator. He receives external mediation and other training and keeps up to date with developments at the UKGC |  |
| 1. an assessment of the effectiveness of an alternative dispute resolution procedure offered by the ADR entity and of possible ways of improving it s performance. | The procedure is effective but operators use alternative ADR providers. |  |