

Schedule 5 and Schedule 6 Information for ADR Bodies

Schedule 5 – ProMediate (UK) Limited 1/10/24 to 30/9/25

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

(a) the number of domestic disputes the ADR entity has received;

No. enquiries received (domestic)	No. enquiries received (cross-border)	No. disputes received (domestic)	No. disputes received (cross-border)	No. disputes accepted (continued to case) (domestic)	No. disputes accepted (continued to case) (cross-border)
317	0	83	0	5	0

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

The disputes we were notified about related to Auxillis car hire and repair plus other consumer disputes about Whirlpool and Clarks.

Types of disputes:

The main disputes concerned standard of car repairs. Other disputes concerned supply of goods from retailers.

(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;

Consumers complain about the standard of repairs carried out to their vehicles following an accident.

- (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;

Car repairers could carry out more comprehensive checks after repairing vehicles.

- (e) the number of disputes which the ADR entity has refused to deal with, and the percentage share of the grounds set in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes;

Total no. of disputes rejected	78
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Reason	No. rejected	Percentage of rejected
a) the consumer has not attempted to contact the trader first	Approx 65	83.33
b) the dispute was frivolous or vexatious	0	
c) the dispute had been previously considered by another ADR body or the court	0	
d) the value fell below the monetary value	0	
e) the consumer did not submit the disputes within the time period specified	0	
f) dealing with the dispute would have impaired the operation of the ADR body	0	
g) other (enquired too early, not yet complained to trader, trader not member, advice call etc...	With retailers there were 11 notifications where there was no response from the companies. There were 2 cases where the complainant needed to complain to the ombudsman	14.1 And 2.56

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

	No. discontinued	Percentage of discontinued
Discontinued for operational reasons	0	0

Reasons for discontinuation:

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

	Domestic	Cross-border
Average time taken to resolve disputes (from receipt of complaint)	76	0
Average time taken to resolve disputes (from 'complete complaint file')	28	0

Total average time taken to resolve disputes	76
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(h) the rate of compliance, if known, with the outcomes the alternative dispute resolution procedures (amongst your members, or those you provide ADR for)

100% compliance

(i) This point has been removed in amendments on 1 January 2021

Please add any additional information or data you think might be useful or interesting at the bottom of this report.

We are finding being an ADR provider is becoming increasingly unprofitable as we are only carrying out adr for Auxillis although we remain open to other companies ie we do not require membership.

Schedule 6 ProMediate (UK) Limited

Information which an ADR entity must communicate to relevant competent authority every two years

- (a) the number of disputes received by the ADR entity and the types of complaints to which the disputes relate;

No. enquiries received (domestic)	No. enquiries received (cross-border)	No. disputes received (domestic)	No. disputes received (cross-border)	No. disputes accepted (domestic)	No. disputes accepted (cross-border)
744	0	94	0	17	0

Types of disputes:

- (b) the percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached;

Total 83

Reason	No. disputes discontinued	Percentage discontinued
Rejected for operational reasons	0	0
a) the consumer has not attempted to contact the trader first	67	80.7
b) the dispute was frivolous or vexatious	1	1.2
c) the dispute had been previously considered by another ADR body or the court	0	0
d) the value fell below the monetary value	0	0
e) the consumer did not submit the disputes within the time period specified	0	0
f) dealing with the dispute would have impaired the operation of the ADR body	0	0
Case withdrawn by consumer	0	0
Case withdrawn by trader	0	0
Solution reached without ADR	0	0
The trader was not a member of the ADR scheme (if this is a requirement)	N/A	N/A

- (c) the average time taken to resolve the disputes which the ADR entity has received;

	Domestic	Cross-border
Average time taken to resolve disputes (from receipt of complaint)	65.5	N/A
Average time taken to resolve disputes (from 'complete complaint file')	21	N/A
Total average time taken to resolve disputes	65.5	

(d) the rate of compliance, if known, with the outcomes of its alternative dispute resolution procedures;

100% compliance

We have never had an issue with compliance

(e) 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;

As always we would say make it compulsory to use the ADR system for traders.

(f) This point has been removed in amendments on 1 January 2021

(g) where the ADR entity provided training to its ADR officials, details of the training it provides;

CPD training record for P Causton

Law Society talk on mediation and costs I presented this 6 March 2024 all day

CJC judicial ADR committee meetings 2 February 2024, 21 May 2024 and 22/11/24

30 January 2024 ADR subcommittee meeting

CIARB 7 feb 2024 brave new world mediation

ADR Rule changes 20 March 2024

19/2/24 what makes mediators tick webinar ANM

22/7/24 ANM Faith in Mediation webinar

ANM CPR changes after Churchill 11/11/24

2 March 2024 and 16 November 2024 mediation training Radanks 5 hours each
 'CIArb webinar - 25.11.24 - Practical Mediation Workshop' 2 hours
 Delivering mediation training to South Koreans 3 December 2024 1 day
 25 October 2024 Managing Reputations in High Profile Disputes webinar 1 hour
 Also written various articles on mediation see ProMediate website and LinkedIn.
 3 Feb 25 What do you do? Networking and marketing training ANM 1 hour
 Effective communication consumer vulnerability Jan 25 CTSI 1.5 hours
 Providing inclusive services webinar CTSI 10/2/25 1.5 hours
 24/3/25 Mediate with Clarity, Power & Compassion: Nonviolent Communication
 ADR Liaison Committee 14 March 2025 1.5 hours
 24 April Financial services disputes webinar.
 2/4/25 Briefed anti racism training
 Introduction to DMCC Act 2/4/2025
 Radanks mediator training 19/4/25
 Radanks mediator training June 2025
 12/5/25 Mediator Growth webinar ANM
 28/4/25 Mastering the art of listening ANM
 24/3/25 Mediating with clarity power and compassion ANM
 4/8/25 international virtual mediation school 1 hour
 30/6/25 ANM peer to peer mediation
 14/10/25 Susan Guthrie ANM AI and mediation

(h) an assessment the effectiveness of an alternative dispute resolution procedure offered by the ADR entity and of possible ways of improving its performance.

We do not have suggestions without resources

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