

ADR Complaints Procedure

1. Introduction.

The Chartered Trading Standards Institute (CTSI) is the government-appointed Competent Authority for approving and overseeing approved Alternative Dispute Resolution (ADR) bodies in the unregulated sectors, [Alternative Dispute Resolution for Consumer Disputes \(Competent Authorities and Information\) Regulations 2015](#).

We act as the Competent Authority on behalf of the Secretary of State. We can only assess complaints where there appears to be evidence of a breach of the ADR legislation.

If you are unhappy with your dealing with a CTSI Approved ADR body, then this document details what you need to do.

Initially you must speak to the CTSI Approved ADR body and raise a service complaint with them, to give them the opportunity to resolve the issue. If this is unsuccessful then you can raise your concerns about the ADR body with the Competent Authority.

We cannot investigate or review individual complaints, and we cannot overturn a decision reached by an ADR body.

2. Definitions.

ADR body: A CTSI Approved ADR body.

Chartered Trading Standards Institute (CTSI): The Competent Authority, responsible for approving and overseeing ADR bodies in the unregulated sector.

Competent Authority: CTSI is the government-appointed Competent Authority, in the unregulated sector.

The Department for Business and Trade (DBT): the UK government department responsible for overseeing and enforcing the framework of the ADR Regulations.

3. Complaints we can process.

- We can only process complaints about ADR bodies who have been approved by CTSI.
- We can only process complaints where there appears to be a breach of the ADR Regulations by the ADR body.

4. Complaints we cannot process.

- We cannot overturn or influence ADR decisions.
- We cannot investigate the merits of your complaint with the business or give legal advice.
- Allegations of criminal acts or unfair trading should be referred to your local Trading Standards Service (via the [Citizens Advice Consumer Helpline](#)). CTSI cannot refer any matters on your behalf.

5. Making a complaint

We aim to handle complaints effectively, in a fair and honest way, and will respond to your complaint in full within 28 working days.

We take all complaints seriously and use pertinent information to help us improve the ADR scheme.

We treat all complaints in confidence and will only contact the ADR body on your behalf, with your permission.

6. How you can make a complaint

You can complain by sending an email to adrenquiries@tsi.org.uk.

7. Anonymous complaints

We deal with anonymous complaints under the same procedure; however, we cannot inform you of the outcomes of our investigations if the complaint is anonymous.

8. How we handle complaints

As Competent Authority, we will initially review the complaint to check that it is within scope of investigation (see point 3 above).

Should this be the case then you will be contacted with details of what we will do with your complaint, or we will let you know why we can't.

We will review the details of the complaint and speak to the ADR body (with your prior consent) to ensure that they are compliant with the requirements which are set out in the legislation.

Please note that any non-compliance issues that are identified are treated as commercially sensitive and, whilst they will be reported to DBT, we are unable to share such details with complainants.

9. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice.

10. Further steps

At any stage during the process, if you are not happy with the way that your complaint has been dealt with please refer to the [CTSI Complaints procedure](#).

Please note the ADR Team has a Vexatious Complaint policy in place and a complainant will be advised if this becomes appropriate.