

## ADR Complaints Procedure

### 1. Introduction.

The Chartered Trading Standards Institute (CTSI) is the government-appointed Competent (Relevant) Authority for approving and overseeing accredited Alternative Dispute Resolution (ADR) bodies under the [Alternative Dispute Resolution for Consumer Disputes \(Competent Authorities and Information\) Regulations 2015](#) and the [Digital Markets, Competition and Consumers Act 2024](#).

We act as the Competent (Relevant) Authority on behalf of the Secretary of State for Business and Trade. 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 Accredited ADR provider, then this document details our scope and what you need to do.

Initially you must speak to the CTSI Accredited ADR provider 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 provider with the Competent (Relevant) Authority.

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

### 2. Definitions.

**ADR provider:** A CTSI Accredited ADR provider.

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

**Competent (Relevant) Authority:** CTSI is the government-appointed Competent (Relevant) 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 on behalf of the Secretary of State.

### 3. Complaints we can process.

- We can only process complaints about ADR bodies who have been accredited by CTSI.

- We can only process complaints where there appears to be a breach of the ADR Regulations by the ADR provider.

#### **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**

Please email [adrenquiries@tsi.org.uk](mailto:adrenquiries@tsi.org.uk) with details of your complaint and explain how you feel the ADR provider has breached the ADR Regulations.

If your complaint is about the non-compliance of the ADR provider with the regulations, we may contact you only to obtain your consent for us to discuss your complaint with the ADR provider – which will mean we will then share personal information you have already disclosed to CTSI.

In the event of discovery of a non-compliance issue with the regulations, because this is a commercially sensitive matter that CTSI will address with the provider, CTSI cannot share any further information with you. However, the ADR provider may choose to contact you about the matter.

Should we have need of any additional information concerning a breach of the ADR Regulations, we may contact you at the email address you have provided.

Due to our scope, as explained above, we will acknowledge your complaint, but we will be unable to respond to any further correspondence on the same matter.

Please rest assured that we take all complaints seriously and use pertinent information to help us improve the ADR scheme.

#### **6. How you can make a complaint**

You can complain by sending an email to [adrenquiries@tsi.org.uk](mailto:adrenquiries@tsi.org.uk).

If you have any additional needs or specific communication requirements, please contact us via the email address above and we will endeavour to support your request.

## 7. Anonymous complaints

We do not deal with anonymous complaints.

## 8. How we handle complaints

As Competent (Relevant) 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 on a single occasion with an explanation of our scope and to seek your consent to share your details already held by CTSI with the ADR provider concerned.

We will review the details of the complaint and we will contact the ADR provider 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 Complaints policy in place and a complainant will be advised if this becomes appropriate.