

Template: Annual reporting for ADR bodies

Notes:

- **Part 1** of [The Digital Markets, Competition and Consumers Act 2024 \(Alternative Dispute Resolution\) \(Information\) Regulations 2026](#) requires that the following information must be provided to CTSI as Competent (Relevant) Authority, within a month of the first anniversary or their accreditation under the DMCC Act, and each subsequent anniversary.
- The information relates to the preceding year.
- The information in the report must relate to the ADR body itself and any other organisation or person with whom the ADR body makes special ADR arrangements.
- The report must also be published on your website, so it is easily accessible for consumers.

***** Please complete this document exactly as provided, without altering the table structure, formatting, numbering, or order of questions, and enter responses only in the designated fields, as any changes may prevent accurate extraction and consolidation of your data, which we are responsible for reporting to DBT *****

Information requirements for the annual report:

| Requirement | Information | Number | Percentage |
|-------------|---|--------|------------|
| 1. (a) | The number of requests for ADR received. | | |
| 1. (b) (i) | The number and percentage of such requests that were accepted for ADR resolution. | | |
| 1. (b) (ii) | The number and percentage of such requests that were not accepted for ADR resolution. | | |

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| | In relation to the number of complaints that were not accepted for ADR resolution, highlighted above under 1. (b) (ii) , please outline the grounds for refusal of these complaints below: <ul style="list-style-type: none"> • <i>Refusal ground one</i> • <i>Refusal ground two</i> | | |
| 1. (b) (iii) | The number and percentage of such requests that were resolved through ADR. | | |
| 1. (b) (iv) | The number and percentage of such requests that were discontinued before ADR resolution was reached. | | |
| | In relation to the number of complaints that were discontinued before ADR resolution was reached, highlighted above under 1. (b) (iv) , please outline the reasons for the discontinuation below: <ul style="list-style-type: none"> • <i>Discontinuation reason one</i> • <i>Discontinuation reason two</i> | | |
| 1. (b) (v) | The number and percentage of such requests that were resolved in favour of the consumer. | | |
| 1. (b) (vi) | The number and percentage of such requests that were resolved in favour of the trader. | | |
| 1. (c) (i) | The number and percentage of such requests categorised according to the legislation alleged to have been breached. <i>(This will be specific for each ADR provider, please complete the rows below, entering the names of the relevant legislation you deal with. Add or delete as necessary.)</i> | | |
| 1. (c) (i) | • <i>Legislation name one</i> | | |
| 1. (c) (i) | • <i>Legislation name two</i> | | |
| 1. (c) (i) | • <i>Legislation name three</i> | | |
| 1. (c) (i) | • <i>Legislation name four</i> | | |

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| 1. (c) (i) | <ul style="list-style-type: none"> • <i>Legislation name five</i> | | |
| 1. (c) (ii) | <p>The number and percentage of such requests categorised according to the type of complaint. <i>(This will be specific for each ADR provider, please complete the rows below, entering the different types of complaints you deal with. Add or delete as necessary.)</i></p> | | |
| 1. (c) (ii) | <ul style="list-style-type: none"> • <i>Complaint type one</i> | | |
| 1. (c) (ii) | <ul style="list-style-type: none"> • <i>Complaint type two</i> | | |
| 1. (c) (ii) | <ul style="list-style-type: none"> • <i>Complaint type three</i> | | |
| 1. (c) (ii) | <ul style="list-style-type: none"> • <i>Complaint type four</i> | | |
| 1. (c) (ii) | <ul style="list-style-type: none"> • <i>Complaint type five</i> | | |
| 1. (d) | <p>The number and percentage of requests accepted for ADR resolution categorised according to the kind of ADR carried out. <i>(This will be specific for each ADR provider, please complete the rows below, entering the kind of ADR carried out. Add or delete as necessary.)</i></p> | | |
| 1. (d) | <ul style="list-style-type: none"> • <i>ADR kind one</i> | | |
| 1. (d) | <ul style="list-style-type: none"> • <i>ADR kind two</i> | | |
| 1. (d) | <ul style="list-style-type: none"> • <i>ADR kind three</i> | | |
| 1. (d) | <ul style="list-style-type: none"> • <i>ADR kind four</i> | | |
| 1. (d) | <ul style="list-style-type: none"> • <i>ADR kind five</i> | | |
| Requirement | Information | Number of calendar days | |

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|-------------|---|-----------------------|
| 1. (e) (i) | The average time taken to resolve consumer contract disputes calculated from the date the ADR request is made to the date of resolution. | |
| 1. (e) (ii) | The average time taken to resolve consumer contract disputes calculated from the date the request is accepted for ADR resolution to the date of resolution. | |
| Requirement | Information | Compliance percentage |
| 1. (f) | Where known , the rate of compliance with the outcomes of ADR or any other actions agreed before ADR resolution was reached. | |
| | | Number engaged |
| 1. (g) (i) | Where the ADR provider has made special ADR arrangements the type of ADR conducted under such arrangements. | |
| 1. (g) (i) | <ul style="list-style-type: none"> • <i>ADR type conducted one</i> | |
| 1. (g) (i) | <ul style="list-style-type: none"> • <i>ADR type conducted two</i> | |
| 1. (g) (i) | <ul style="list-style-type: none"> • <i>ADR type conducted three</i> | |
| 1. (g) (i) | <ul style="list-style-type: none"> • <i>ADR type conducted four</i> | |
| 1. (g) (i) | <ul style="list-style-type: none"> • <i>ADR type conducted five</i> | |
| 1. (g) (ii) | Where the ADR provider has made special ADR arrangements the number of ADR providers engaged. | |

1. (h) (i) Based on the ADR provider's experience a description of any recurring systemic or substantive issues that commonly cause disputes between consumers and traders:

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1. **(h) (ii)** Based on the ADR provider's experience any recommendations for avoiding or resolving such issues in the future:

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1. **(i)** An assessment of the effectiveness of the ADR offered and any suggestions for improvements.

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1. **(j) (i)** Any information on trader and consumer confidence in, and satisfaction with, the ADR provider.

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1. **(j) (ii)** Any information on trader and consumer confidence in, and satisfaction with any ADR providers engaged under special ADR arrangements.

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1. **(k)** Information on any training provided to persons engaged by the ADR provider to carry out ADR.

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1. **(l)** Any other information that the ADR provider considers relevant.

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