

The Digital Markets, Competition and Consumers Act 2024 (Alternative Dispute Resolution) (Conferral of Functions) Regulations 2026

Schedule 2 Requirements

Application Requirements and Submission

- The information requested below must be completed by all organisations applying for approval as an Alternative Dispute Resolution (ADR) body under [The Digital Markets, Competition and Consumers Act 2024 \(Alternative Dispute Resolution\) \(Conferral of Functions\) Regulations 2026](#).
- Regulation 5 provides that the information requirements contained in this application form must be completed by applicants for ADR accreditation.
- It should be completed alongside the *Information requirements under DMCCA* document.
- Applicants are required to submit this application form, with all supporting documentation to the Chartered Trading Standards Institute (CTSI). The *Information requirements under DMCCA* document offers comprehensive guidance on how to meet the required standards, and thorough completion of this document can help reduce the need for further queries from the auditor.
- Regulation 9 provides that this information must be published on CTSI's website. If anything changes, this must be reported to CTSI who can make the necessary updates to the website.
- Please submit all application materials to the CTSI ADR Team using the contact details below:

Email:

adrenquiries@tsi.org.uk

Postal address:

CTSI ADR Team
1 Sylvan Court
Sylvan Way
Southfields Business Park
Basildon
Essex
SS15 6TH

Schedule 2 Requirements

1. (a)	Name (including limited company name and number, if appropriate):
	<i>[Answer]</i>
	If you use any additional trading name(s) please provide these:
	<i>[Answer]</i>
	Phone number:
	<i>[Answer]</i>
	General email:
	<i>[Answer]</i>
	Registered address:
	<i>[Answer]</i>
	Postal address (if different):
	<i>[Answer]</i>
	Website address:
	<i>[Answer]</i>
	Nominated person and contact details, to act as first point of contact for this application.
	Name:
	<i>[Answer]</i>
	Contact details (email & phone number):
	<i>[Answer]</i>

1. (b)	List the kinds of ADR you carry out:
	<i>[Answer]</i>
	List the possible outcomes of each kind:
	<i>[Answer]</i>
1. (c)	List the types of consumer contract disputes you handle:
	<i>[Answer]</i>
1. (d)	List the sectors and categories of consumer contract disputes covered:
	<i>[Answer]</i>
1. (e)	Outline the procedures, rules, requirements or practices relating to the carrying out of your ADR service:
	<i>[Answer]</i>
1. (e) (i)	Outline any time limits for referring disputes for ADR:
	<i>[Answer]</i>
1. (e) (ii)	Outline any conditions or other requirements to be met by either (or both) of the parties before, or while, ADR is being carried out:
	<i>[Answer]</i>
1. (e) (iii)	Outline whether ADR can be conducted orally or in writing:
	<i>[Answer]</i>
1. (f)	Outline the fees or costs payable by either party to a consumer contract dispute that is referred to your ADR:
	<i>[Answer]</i>
1. (g)	Outline the language in which consumer contract disputes can be submitted to the ADR provider and in which ADR can be carried out:
	<i>[Answer]</i>



1. (h)	Explain whether the outcome of ADR is binding (to either party):
	<i>[Answer]</i>
1. (i)	List the grounds on which the ADR provider may refuse to deal with a given consumer contract dispute:
	<i>[Answer]</i>
1. (j)	Outline your process for handling complaints:
	<i>[Answer]</i>