

ADR Complaints Procedure

1. Introduction.

The Chartered Trading Standards Institute (CTSI) is the government-appointed Competent (Relevant) Authority for accrediting Alternative Dispute Resolution (ADR) bodies under the [Digital Markets, Competition and Consumers Act 2024](#).

We act as the Competent (Relevant) Authority on behalf of the Secretary of State. We will review information received concerning CTSI-accredited ADR providers to identify potential breaches of ADR legislation, monitor trends and inform our regulatory oversight activities.

If you are unhappy with your dealings with a CTSI Accredited ADR provider, then this document details our scope and what you need to do.

If you are dissatisfied with the service provided by a CTSI accredited ADR provider, you should first raise your concerns directly with that ADR provider. If you remain dissatisfied, you may provide information to CTSI for consideration as part of our regulatory oversight role.

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, Innovation, Science & Trade (DBIST): the UK government department responsible for overseeing and enforcing the framework of the ADR Regulations on behalf of the Secretary of State.

3. Information we can consider.

- We can only consider information relating directly to breaches of the ADR legislation by the ADR provider and such breaches would need to be evidenced in writing.

4. Information 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

If you wish to contact CTSI regarding breaches of legislation by an accredited ADR provider please email adrenquiries@tsi.org.uk with details of your concerns.

We may contact you if we require additional information to support our regulatory oversight activities.

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

We will acknowledge receipt of your correspondence. Information provided will be logged and may be used to identify trends, inform monitoring activities and support regulatory oversight. Unless we require further information from you, **CTSI will not contact you regarding the matter.**

6. How you can make a complaint.

You can complain by sending an email to 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 are unable to action anonymous complaints, but they will be logged.

8. Time limits.

If you wish to make a complaint about alleged breaches of the ADR legislation, you should complain as soon as you can after the date on which the event occurred or came to your notice.

9. Information.

CTSI has its own complaints policy which can be viewed here [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.