



Consumer Dispute Resolution

An approved alternative dispute resolution provider



ANNUAL ACTIVITY REPORT TO CHARTERED TRADING STANDARDS
INSTITUTE FOR THE PERIOD MAY 2018- APR 2019

Pursuant to The Alternative Dispute Resolution for Consumer Disputes (Competent
Authorities and Information) Regulations 2015 (As amended)

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1. Introduction

- 1.1 On 5th May 2015 Consumer Dispute Resolution Limited (“CDRL”), which at the time traded as “The Retail Ombudsman” was approved by Chartered Trading Standards Institute (“CTSI”), pursuant to the Alternative Dispute Resolution for Consumer Disputes Regulations 2015, as an approved provider of alternative dispute resolution services (“ADR”).
- 1.2 Following approval by CTSI in 2015, CDRL operates the following ADR schemes :
- 1.2.1 RetailADR
 - 1.2.2 AviationADR
 - 1.2.3 UtilitiesADR
 - 1.2.4 CommsADR
 - 1.2.5 Consumer Arbitration
- 1.3 In June 2017 CDRL ceased to run its ‘retail’ scheme as an ‘ombudsman’ and as a consequence rebranded the scheme to ‘RetailADR’. CDRL has since increased it’s ADR schemes to provide Arbitration to encourage engagement in non-mandatory sectors and reduce consumer deterrent. For the purposes of the remainder of this Annual activity report is reference to CDRL.
- 1.4 The schemes within the CTSI approval form part of this Annual activity report. AviationADR is approved by the Civil Aviation Authority and CommsADR is approved by Ofcom. These schemes are therefore subject to separate reporting direct to the applicable competent authorities.
- 1.5 CDRL provides ADR in respect of unresolved disputes between consumers and:
- Retailers (in relation to purchases online and instore)
 - Hotels and leisure providers
 - Restaurants
 - Airport lounges
 - Funeral directors
 - Health & Beauty services
 - Florists

 - Supply of home fuels (ie: oil and LPG)
 - British Gas (Non- regulated)
 - Npower (Non- regulated)
 - EON (Non- regulated)
 - SSE (Non- regulated)

Note: complaints in relation to regulated activities (ie: the actual supply of energy) are dealt with by Ombudsman Services: Energy.

2. Complaints dealt with/Membership

2.1 CDRL deals with complaints in relation to members and non-members.

2.2 In relation to complaints received about non-members, CDRL deals with such complaints where the non-member trader agrees to engage with CDRL and abide by its scheme rules in relation to the particular complaint. Many traders work with CDRL on this basis.

3. Statistics

3.1 Schedule 1 contains raw data in relation to domestic and cross-border complaints.

3.2 CDRL has specifically recorded complaints relating to:

3.2.1 Complaint types:

- Not of satisfactory quality – *this includes complaints relating to returns due to goods being faulty (including boilers)*
- Not as described
- Late delivery
- Cancelled/no delivery – *this includes where the retailer states goods have been delivered and the consumer claims they haven't*
- Out of stock – *this includes general complaints about stock levels and complaints where breach of contract is claimed as the retailer fails to deliver out of stock items despite taking the consumer's money (ie: invitation to treat issues).*
- Service issues- this includes customer service issues, issues with staff (being rude etc..), issues with the provision of services (including trade and energy provider home services complaints).
- Other- *this includes 'not fit for purpose' complaints, returns complaints where the complainant 'changed their mind' and complaints relating to 'pricing'.*

3.2.2 Goods/services categories:

- Electrical goods
- Clothing
- Food – which includes complaints relating to supermarkets, restaurants and takeaways
- Other - including 'trade' and energy provider home services complaints.

3.3 Stats overview (complaints 'accepted')

Domestic disputes per complaint type/type of goods:

4. Average length of ADR procedure

4.1 The average length of CDRL's ADR process has been:

4.1.1 RetailADR: 64 days

4.1.2 Utilitiesadr: 78 days

4.1.3 Consumer Arbitration:33 days

5. ADR procedures which were discontinued for operational reasons

CDRL has no data to report here.

(from the date, the complaint was received), during the period applicable to this report.

6. Compliance with ADR outcome percentages

6.1 From the information provided (calculating on a pro-rata basis):

6.1 Member compliance – 98%

6.2 Non-member compliance – 72%

6.3 Complainant compliance (where they accepted determination) – 95%

7. Co-operation with other ADR entities in relation to cross-border disputes

CDRL has not had any opportunity to co-operate with any other ADR entity in relation to cross-border disputes. Annual complaint figures for May 2018 to April 2019 are as follows:

Dispute type	Number of complaints (Domestic)			Number of complaints (Cross-border)			Totals Accepted
	rec'd	rejected	Accepted	rec'd	rejected	Accepted	
Not of satisfactory quality							
Electrical goods	167	93	73	17	10	8	81
Clothing	62	34	27	6	4	3	30
Food	29	16	13	3	2	1	14
Other	432	241	190	45	25	20	210
Total	690	384	303	71	41	32	335
Not as described							
Electrical goods	139	107	32	14	11	3	35
Clothing	169	130	39	17	13	4	43
Food	21	16	5	2	2	0	5
Other	46	36	10	5	4	1	11
Total	375	289	86	38	30	8	94
Late delivery							
Electrical goods	87	75	12	9	8	1	13
Clothing	132	114	18	14	12	2	20
Food	6	5	1	1	1	0	1
Other	88	76	12	9	8	1	13
Total	313	270	43	33	29	4	47
Cancelled/no delivery							
Electrical goods	83	62	21	9	6	3	24
Clothing	78	58	20	8	6	2	22
Food	7	5	2	1	1	0	2
Other	111	83	28	12	9	3	31
Total	279	208	71	30	22	8	79
Out of stock							
Electrical goods	46	26	20	5	3	2	22
Clothing	88	50	38	9	5	4	42
Food	7	4	3	1	0	1	4
Other	111	63	48	12	7	5	53
Total	252	143	109	27	15	12	121
Other							
Electrical goods	131	105	26	14	11	3	29
Clothing	114	91	23	12	9	3	26
Food	23	18	5	2	2	0	5
Other	140	112	28	14	12	2	30
Total	408	326	82	42	34	8	90
Service issues							
Electrical goods	131	105	26	11	8	3	29
Clothing	114	91	23	12	9	3	26
Food	23	18	5	2	2	0	5
Trade	0	0	0	0	0	0	0
Other	140	112	28	14	12	0	28
Total	408	326	82	39	31	6	88
TOTALS	2725	1946	776	280	202	78	854

SCHEDULE 2

Problems encountered

SYSTEMATIC OR SIGNIFICANT PROBLEMS OCCURING FREQUENTLY	HOW CAN THIS PROBLEM BE AVOIDED OR RESOLVED IN THE FUTUR
1 Consumers failing to complain to the retailer/ trader first before either coming to CDRL	Promotion of best complaint practice to consumers. In relation to the EU ODR platform this needs to filter complaints where the consumer has bypassed the retailer at the start of the complaint form
2 Retailers/traders failing to engage with ADR	Whilst a high number of retailers/traders have engaged with CDRL there are still brands that will not engage. To make ADR fully successful it should be made mandatory.