



Consumer Dispute Resolution

An approved alternative dispute resolution provider



ANNUAL ACTIVITY REPORT TO CHARTERED TRADING STANDARDS INSTITUTE
FOR THE PERIOD JUN 2016 – MAY 2017

(Pursuant to the Alternative Dispute Resolution for Consumer Disputes Regulations 2015)

INDEX

Contents

1. Introduction	3
2. Complaints dealt with/Membership.....	4
3. Statistics	4
4. Average length of ADR procedure	6
5. ADR procedures which were discontinued for operational reasons.....	7
6. Compliance with ADR outcome percentages	7
7. Co-operation with other ADR entities in relation to cross-border disputes	7

Schedules:

1. Complaint statistics in excel
2. Problems encountered in excel

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 launched new ADR schemes as follows:
 - 1.2.1 The Retail Ombudsman
 - 1.2.2 AviationADR
 - 1.2.3 UtilitiesADR
 - 1.2.4 CommsADR
 - 1.3 In June 2017 CDRL ceased to run its ‘retail’ scheme as an ‘ombudsman’ and as a consequence rebranded the scheme to ‘RetailADR’.
 - 1.4 RetailADR and UtilitiesADR fall within the CTSI approval and therefore 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 RetailADR 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
 - 1.6 UtilitiesADR provides ADR in respect of ‘non-regulated’ unresolved disputes between consumers and:
 - Supply of home fuels (ie: oil and LPG)
 - British Gas
 - Npower
 - EON
 - SSE
- Note:** complaints in relation to regulated activities (ie: the actual supply of energy) are dealt with by Ombudsman Services: Energy.
- 1.7 For the purposes of the remainder of this annual activity report, reference to CDRL is referring to both RetailADR and UtilitiesADR.

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'.*

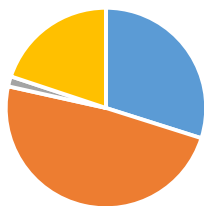
3.2.2 Goods/services categories:

- 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:

Not of satisfactory quality



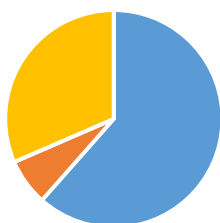
■ Electrical goods ■ Clothing ■ Food ■ Other ■

Not as described



■ Electrical goods ■ Clothing
■ Food ■ Other
■

Late Delivery



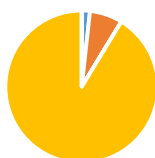
■ Electrical goods ■ Clothing ■ Food ■ Other ■

Cancelled/No delivery



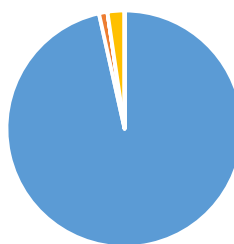
■ Electrical goods ■ Clothing
■ Food ■ Other
■

Out of stock



■ Electrical goods ■ Clothing
■ Food ■ Other
■

Other

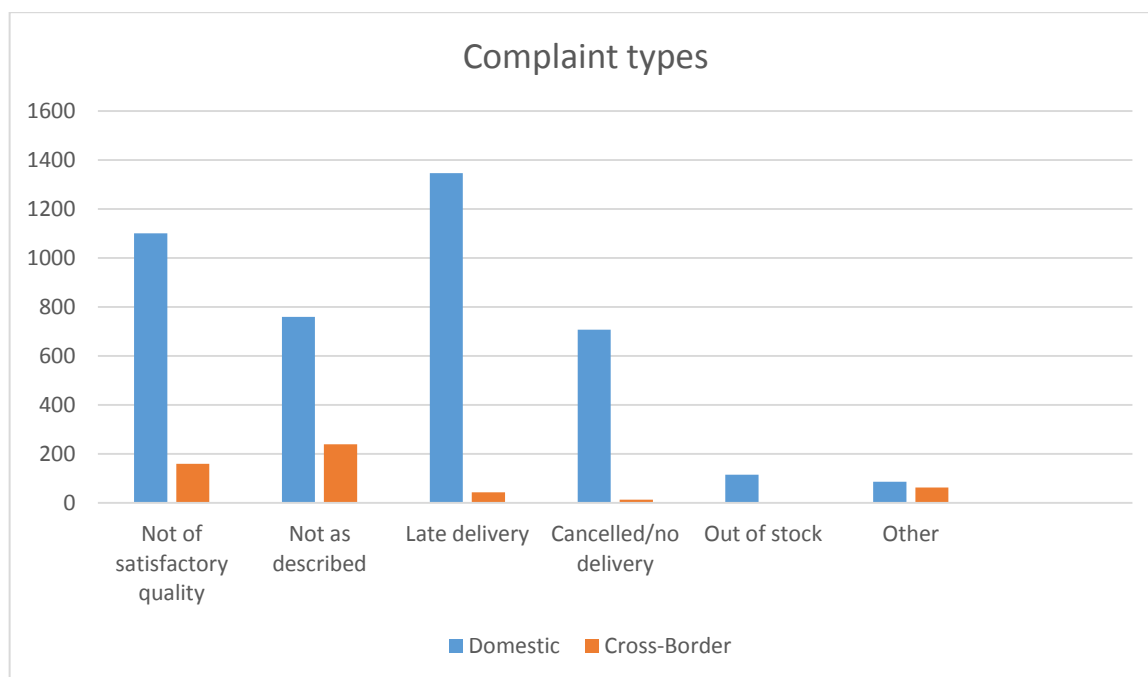


■ Electrical goods ■ Clothing ■ Food ■ Other ■

Domestic complaints – service issues:



Domestic and Cross-Border complaints totals:



4. Average length of ADR procedure

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

4.1.1 RetailADR: 90 days

4.1.2 Utilitiesadr: 64 days

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

5. ADR procedures which were discontinued for operational reasons

CDRL has no data to report here.

6. Compliance with ADR outcome percentages

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

6.1 Member compliance – 92%

6.2 Non-member compliance – 79%

6.3 Complainant compliance (where they accepted determination) – 84%

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.

The annual complaint figures for June 2016 to May 2017 are as follows:

Dispute type	Number of complaints (Domestic)			Number of complaints (Cross-border)			Total Accepted
	rec'd	rejected	Accepted	rec'd	rejected	Accepted	
<i>Not of satisfactory quality</i>							
Electrical goods	1288	959	329	2	1	1	330
Clothing	1732	1197	535	729	607	122	657
Food	603	585	18	0	0	0	18
Other	2899	1584	1315	3912	3876	36	1351
Total	6522	4325	2197	4643	4484	159	2356
<i>Not as described</i>							
Electrical goods	827	420	407	0	0	0	407
Clothing	88	75	13	8	0	8	21
Food	102	87	15	14	12	2	17
Other	1988	1359	629	1849	1612	237	866
Total	3005	1941	1064	1871	1624	247	1311

Late delivery

Electrical goods	4922	4094	828	0	0	0	828
Clothing	321	227	94	275	237	38	132
Food	17	17	0	0	0	0	0
Other	1664	1240	424	29	24	5	429
Total	6924	5578	1346	304	261	43	1389

Cancelled/no delivery

Electrical goods	371	239	132	0	0	0	132
Clothing	5206	4921	285	22	14	8	293
Food	4	3	1	3	0	3	4
Other	4529	4150	379	73	68	5	384
Total	10110	9313	797	98	82	16	813

Out of stock

Electrical goods	3	1	2	0	0	0	2
Clothing	83	75	8	18	14	4	12
Food	0	0	0	0	0	0	0
Other	2511	2406	105	5	0	5	110
Total	2597	2482	115	23	14	9	124

Other

Electrical goods	201	118	83	3	0	3	86
Clothing	9	8	1	282	221	61	62
Food	0	0	0	0	0	0	0
Other	23	21	2	328	326	2	4
Total	233	147	86	613	547	66	152

Service issues

Electrical goods	1422	1350	72	0	0	0	72
Clothing	281	269	12	4	2	2	14
Food	182	177	5	0	0	0	5
Trade	7311	6882	429	0	0	0	429
Other	872	844	28	12	12	0	28
Total	10068	9522	546	16	14	2	548

TOTALS	39459	33308	6151	Cross B	7568	7026	542	6693
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SCHEDULE 2

Problems encountered

SYSTEMATIC OR SIGNIFICANT PROBLEMS OCCURRING FREQUENTLY	HOW CAN THIS PROBLEM BE AVOIDED OR RESOLVED IN THE FUTURE
<p>1 As per in the last period, consumers wrongly informed in relation to what the Consumer Rights Act says and the protection it affords consumers. We have seen a significant number of references to websites and blogs run/operated by non-lawyers where the law has been mis-quoted</p>	<p>More needs to be done to educate the consumer, further information flyers etc.. A review of non-regulated websites providing 'legal' advice to consumers to ensure the correct information is being displayed.</p>
<p>2 Consumers failing to complain to the retailer/trader first before either coming to CDRL</p>	<p>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</p>
<p>3 Retailers/traders failing to engage with ADR</p>	<p>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.</p>