

TATTERSALLS COMMITTEE

ADR Entity Annual Report 1 October 2015 – 30 September 2016

Number of domestic disputes and cross-border disputes received	<u>Domestic Disputes</u> 1	<u>Cross-Border Disputes</u> 0	<u>Total Disputes</u> 1
Types of complaints to which the domestic disputes and cross-border disputes relate	Disputes over the outcome of bets between racegoers and on-course bookmakers attending British racecourses that cannot be resolved on the day.		
Description of any systematic or significant problems that occur frequently and lead to disputes between consumers and traders of which the ADR entity has become aware due to its operations as an ADR entity	Not applicable.		
Recommendations the ADR entity has as to how the problems above could be avoided or resolved in future, in order to raise traders' standards and to facilitate the exchange of information and best practices	Not applicable.		
Number of disputes which the ADR entity has refused to deal with, and percentage share of the grounds set out in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes	Nil.		
Percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for the discontinuation	Not applicable (nil).		
Average time taken to resolve domestic disputes and cross-border disputes	<u>Domestic Disputes</u> 28 days	<u>Cross-Border Disputes</u> Not applicable	<u>Total Disputes</u> 28 days
Rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures	<u>Domestic Disputes</u> 100%	<u>Cross-Border Disputes</u> Not applicable	<u>Total Disputes</u> 100%
Co-operation, if any, of the ADR entity within any network of ADR entities which facilitates the resolution of cross-border disputes	Not applicable (nil).		