



ADR Annual Report

1 October 2016 – 30 September 2017

Information as specified in regulations	Basic guidance
a) the number of domestic disputes and cross-border disputes the ADR entity has received;	4 (all domestic).
b) the types of complaints to which the domestic disputes and cross-border disputes relate;	Disputes arising from bets placed on British racecourses.
c) a 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;	None.
d) any recommendations the ADR entity may have as to how the problems referred to in paragraph (c) could be avoided or resolved in future, in order to raise traders' standards and to facilitate the exchange of information and best practices;	N/A.
e) the 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;	None.
f) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for the discontinuation;	None.
g) the average time taken to resolve domestic disputes and cross-border disputes;	20 days.
h) the rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures;	Full compliance.
i) the co-operation, if any, of the ADR entity within any network of ADR entities which facilitates the resolution of cross-border disputes;	N/A.
j) % of completed disputes ruled in favour of the operator;	50%
k) % of completed disputes ruled in favour of the consumer;	50%
l) % of completed disputes settled by the operator during the ADR body investigation;	None.