



ADR Biennial Report

1 October 2015 – 30 September 2017

Information as specified in regulations	Basic guidance
a) the number of disputes received by the ADR entity and the types of complaints to which the disputes related;	5 disputes arising from bets placed on British racecourses.
b) the percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached;	None.
c) the average time taken to resolve the disputes which the ADR entity has received;	21 days.
d) the rate of compliance, if known, with the outcomes of its alternative disputes procedures;	Full compliance.
e) any recommendations the ADR entity may have as to how any systematic or significant problems that occur frequently and lead to disputes between consumers and traders could be avoided or resolved in future;	None.
f) where the ADR entity is a member of any network of ADR entities which facilitates the resolution of cross-border disputes, an assessment of the effectiveness of its cooperation in that network;	N/A.
g) where the ADR entity provides training to its ADR officials, details of the training it provides;	Training on how to avoid conflicts of interest and how to be impartial.
h) an assessment of the effectiveness of an alternative dispute resolution procedure offered by the ADR entity and of possible ways of improving its performance;	We believe that Tattersalls Committee is a near-perfect model of how betting disputes can be resolved independently. We have identified a need to group together information on our website to make it more customer-friendly and this has now been enacted.