



## ADR Biennial Report

1 October 2020 – 30 September 2022

<b>Information as specified in regulations</b>	<b>Basic guidance</b>
a) the number of disputes received by the ADR entity and the types of complaints to which the disputes related;	Three disputes arising from bets placed on British racecourses, all relating to the same race.
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;	36 days.
d) the rate of compliance, if known, with the outcomes of its alternative disputes procedures;	100%.
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;	Ongoing training to keep abreast of Gambling Commission and CMA requirements and guidance.
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 are satisfied that Tattersalls Committee is effective and efficient. We will remain vigilant for opportunities to improve performance.

PO Box 159, St Ives, Cambridgeshire, PE27 9BP

Tel: 01480 499189 Fax: 01480 499181

Web: [www.tattersallscommittee.co.uk](http://www.tattersallscommittee.co.uk) Email: [info@tattersallscommittee.co.uk](mailto:info@tattersallscommittee.co.uk)