

Tattersalls Committee
ADR Biennial Report
1 October 2021 – 30 September 2023

Information as specified in regulations	Basic guidance	Annual Report Qs
a) the number of disputes received by the ADR entity and the types of complaints to which the disputes related;	Four disputes arising from bets placed on British racecourses.	4
b) the percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached;	One of the four disputes was settled by the operator before a hearing was arranged..	25%
c) the average time taken to resolve the disputes which the ADR entity has received;	From completed case files to hearings, the average duration was 36 days.	36 days.
d) the rate of compliance, if known, with the outcomes of its alternative disputes procedures;	Full compliance.	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;	There were insufficient cases to identify systematic or significant problems.	
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;	Tattersalls Committee is not involved in a network of ADR entities resolving cross-border disputes.	
g) where the ADR entity provides training to its ADR officials, details of the training it provides;	Training covers the ADR process, CMA guidance, GDPR, technical betting issues and training needs identified by members.	
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 our ADR procedure is effective, but we are also exploring the possibility of participants choosing to attend by video conference rather than in person.	