



ANNUAL REPORT

Reporting Period 1 October 2018 – 30 September 2019

a) No of domestic & cross border disputes received	Domestic	0
	Cross Border	0
b) Numbers of each type of complaint	None	
c) Total number of disputes the provider refused to deal with	0	
d) % of ADR procedures discontinued for operations reasons	0	reasons for discontinuation if known
e) Average time taken to resolve disputes in days	Domestic	N/A
	Cross Border	N/A
f) no of disputes completed in period	N/A	
g) % completed disputes ruled in operator's favour	N/A	
h) % completed disputes ruled in favour of the consumer	N/A	
i) % completed disputes settled by the operator during the ADR process	N/A	
j) average length of time taken to receive complaint file from operator (days)	N/A	

k) 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;	N/A
l) 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
m) the rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures;	N/A
n) 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

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