



BIENNIAL ACTIVITY REPORT

Reporting period 1 October 2017 – 30 September 2019

Information as specified in regulations	Comments	Annual Report Qs
a) the number of disputes received by the ADR entity and the types of complaints to which the disputes related		1
b) the percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached.	None.	0%
c) the average time taken to resolve the disputes which the ADR entity has received		26 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	No trends observed.	
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.	No such activity undertaken.	
g) where the ADR entity provides training to its ADR officials, details of the training it provides	Training on impartiality and the new standards introduced by the Competent Authority.	
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 the ADR procedure is sound and we have the necessary skills/experience to operate effectively.	

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