



ADR Biennial Report

1 October 2019 – 30 September 2021

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;	Zero disputes arising from bets placed on British racecourses. Racecourse attendances severely affected by Covid.
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;	N/A
d) the rate of compliance, if known, with the outcomes of its alternative disputes procedures;	N/A
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 paused due to Covid.
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 no immediate plans to implement measures to improve performance, although we are not complacent about the need for incremental efficiencies.

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