



South Yorkshire Trading Standards Services

# Alternative Dispute Resolution Scheme

Annual report under regulation 11 of The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015



South Yorkshire Trading Standards Services Alternative Dispute Resolution Service is administered by Doncaster Council on behalf of the four South Yorkshire Authorities. The scheme is approved by the Chartered Trading Standards Institute.



**Report for the year ending 30<sup>th</sup> June 2018**

a) The number of domestic disputes and cross-border disputes the ADR entity has received	Domestic Disputes – 10 Cross-border disputes - 0
b) The types of complaints to which the domestic disputes and crossborder disputes relate;	Consumer disputes.
c) 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	None identified
d) 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	Not applicable
e) The number of disputes which the ADR entity has refused to deal with, and percentage share of the grounds set out in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes	No ADR enquiries have been refused on the basis of the grounds listed in Schedule 3.
f) The percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for the discontinuation;	Trader did not engage with ADR – 4 (40%) Trader dissolved company – 1 (10%) Trader chose a different ADR provider – 1 (10%)
g) The average time taken to resolve domestic disputes and cross-border disputes;	46.5 calendar days from the point where all relevant information is available to the ADR official
h) The rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures;	Unknown
i) The co-operation, if any, of the ADR entity within any network of ADR entities which facilitates the resolution of cross-border disputes.	None