

Schedule 5 – National Conciliation Service – 1st October 2024 – 30th September 2025

(a) the number of domestic disputes the ADR entity has received;

No. enquiries received (domestic)	No. enquiries received (cross-border)	No. disputes received (domestic)	No. disputes received (cross-border)	No. disputes accepted (continued to case) (domestic)	No. disputes accepted (continued to case) (cross-border)
933	0	933	0	916	0

(b) the types of complaints to which the domestic disputes and cross-border disputes relate;

Types of disputes:

Sale of Second-Hand Vehicles	113	12%
Sale of New Vehicles	92	10%
Service Repairs	394	42%
Charges	42	5%
Damage to Vehicles	36	4%
Warranty Issues	45	5%
Vehicle Breakdown	189	20%
Accident Management	22	2%

(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;

During the reporting period, disputes relating to service repairs have decreased significantly. This improvement has occurred despite the average age of vehicles on the road remaining largely unchanged over the past 12 months. The reduction may indicate that subscribers have strengthened their internal complaint-handling processes and adopted more proactive approaches to customer service.

There has been a rise in disputes relating to the sale of both new and second-hand vehicles, reflecting an overall increase in vehicle sales which has now returned to pre-COVID levels.

Additionally, an increase in vehicle breakdown disputes has been noted. This trend correlates with changes in the profile of subscribers using the National Conciliation Service (NCS), rather than any widespread decline in vehicle reliability.

- (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;

To further reduce the frequency of disputes and enhance consumer confidence, it is recommended that traders continue to strengthen their internal complaint-handling procedures to ensure issues are addressed promptly before escalation to ADR. Clear and comprehensive pre-sale information and documentation should be provided for both new and used vehicle transactions to minimise misunderstandings. Traders are also encouraged to deliver targeted staff training focused on effective communication, customer service, and aftersales obligations, particularly in relation to repairs and warranties. Maintaining accurate and accessible records of all repairs and servicing will help promote transparency and support early resolution of potential complaints. Sharing best practices and case insights across the subscriber network will help ensure consistent standards and efficient dispute resolution throughout the industry.

- (e) the number of disputes which the ADR entity has refused to deal with, and the percentage share of the grounds set in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes;

Total no. of disputes rejected	17
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Reason	No. rejected	Percentage of rejected
a) the consumer has not attempted to contact the trader first	0	0%
b) the dispute was frivolous or vexatious	0	0%
c) the dispute had been previously considered by another ADR body or the court	1	5.88%
d) the value fell below the monetary value	3	17.65%
e) the consumer did not submit the disputes within the time period specified	1	5.88%
f) dealing with the dispute would have impaired the operation of the ADR body	0	0%
g) other (enquired too early, not yet complained to trader, trader not member, advice call etc...	12	70.59%

- (f) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for discontinuation;

	No. discontinued	Percentage of discontinued
Discontinued for operational reasons	0	0%

(g) the average time taken to resolve domestic disputes and cross-border disputes;

	Domestic	Cross-border
Average time taken to resolve disputes (from receipt of complaint)	81	
Average time taken to resolve disputes (from 'complete complaint file')	63	

Total average time taken to resolve disputes	72
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(h) the rate of compliance, if known, with the outcomes the alternative dispute resolution procedures (amongst your members, or those you provide ADR for)

We believe the rate of compliance in relation to disputes is very high, although we do not collate specific data on this.

(i) This point has been removed in amendments on 1 January 2021

Please add any additional information or data you think might be useful or interesting at the bottom of this report.