

Schedule 5 - National Conciliation Service

Period From 1st October 2022 – 30th September 2023

(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)
870		870		835	

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

Types of disputes:

Sale of Second-Hand Vehicles	68	8.1%
Sale of New Vehicles	2	0.2%
Service Repairs	659	78.9%
Charges	13	1.6%
Damage to Vehicles	6	0.7%
Warranty Issues	13	1.6%
Vehicle Breakdown	24	2.9%
Accident Management	50	6%



- (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.

Disputes related to repairs of vehicles have increased. The shortage of new vehicles coming into the market over the last few years due to COVID and supply chain issues will have increased the age of second-hand vehicles, Consumers are keeping and maintaining their vehicles for longer.

Also, our figures reflect volume from subscribers to the National Conciliation Service resulting in a larger volume of disputes related to Vehicle Breakdown

- (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.

supply issues for vehicles and parts have increased and average age and mileage of vehicles along with cost pressures may lead to an increase in disputes.

The benefits provided by Alternate Dispute Resolution need promoting to businesses across all aspects of the motor industry, this would equip businesses and consumers with access to a dedicated ADR service.

Businesses engaged in ADR need to improve levels of service, using information from complains data to provide insight of key areas.

- (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	35
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Reason	No. rejected	Percentage of rejected
a) the consumer has not attempted to contact the trader first	3	8.6%
b) the dispute was frivolous or vexatious		
c) the dispute had been previously considered by another ADR body or the court	1	2.9%
d) the value fell below the monetary value	3	8.6%
e) the consumer did not submit the disputes within the time period specified	1	2.9%
f) dealing with the dispute would have impaired the operation of the ADR body		
g) other (enquired too early, not yet complained to trader, trader not member, advice call etc...	27	77%

- (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

Reasons for discontinuation:

- (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)	89	
Average time taken to resolve disputes (from 'complete complaint file')	58	

Total average time taken to resolve disputes	58
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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 dispute 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.