

Schedule 5 Information for ADR Bodies

(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)
545	0	545	0	540	0

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

Types of disputes:

Sale of second hand vehicles	43.5%
Repairs	11.1%
Service	0.7%
Charges	1.5%
New Vehicles	3.1%
Damage to vehicles	1.3%
Warranty issues	0.2%
Vehicle Breakdown	23.5%
Accident Management	15.0%

- (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 the Sale of second-hand vehicles have increased for the second year, this we believe may be related to the prolonged closure and subsequent reopening of vehicle sales outlets due to the COVID 19 Pandemic. The shortage of new vehicles due to supply chain issues may have increased focus on Second Hand vehicles.

A change in the distribution of complaints reflects new subscribers to the National Conciliation Service rather than a systemic problem or a year on year increase in the number of disputes related to Vehicle Breakdown and Accident Management.

- (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;

Comprehensive point of sale information related to the condition and history of used vehicles may assist to set customers' expectations of the vehicle they are purchasing.

With the industry continuing to experience supply chain issues, effective communication of anticipated timescales, regular updates and proactive communication in the event of changes or delays can assist to set expectations, enable customers to plan around predicted timescales and manage challenging circumstances.

This post pandemic era presents a number of challenges for both consumers and businesses; including, supply issues for both vehicles and parts, cost pressures, resources and logistics challenges which may lead to an increase in disputes. We believe that promotion of ADR as a means of efficiently and professionally resolving disputes will provide a positive route to resolution for consumers without resorting to an already stretched court system.

- (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	5
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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	0	0
d) the value fell below the monetary value	0	0
e) the consumer did not submit the disputes within the time period specified	0	0
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...	5	0.9

- (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)	46	0
Average time taken to resolve disputes (from 'complete complaint file')	30	0

Total average time taken to resolve disputes	30
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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 resolution 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.