



Plain Text English Version (Accessible Format)

Please see below an accessible format of the ADR Process Chart.

- 1. Consumer applies for ADR
- 2. Is trader a member of a subscribing organisation (SO)?
 - Yes
 - 3. ADR Admin to contact SO to approve case
 - 4. In some instances, SO may submit documentation
 - 5. Submission(s) shared with Trader
 - 6. Parties given 7 days to review evidence and to comment and submit further evidence
 - 7. Parties confirm nothing new to add?
 - Yes
 - 8. ADR official assigned
 - 9. Assess and adjudicate
 - 10. Publish Decision
 - 11. Consumer Offered 7 days to reflect
 - 12. End
 - No
 - Go to Number 6
 - No
 - Go to Number 5