

Schedule 6 Kent County Council – 1 July 2020-30 June 2022

Information which an ADR entity must communicate to relevant competent authority every two years

- (a) the number of disputes received by the ADR entity and the types of complaints to which the disputes relate;
(This is the total number including enquiries received, cases handled and disputes rejected with the subject of the dispute)

Number enquiries received (domestic)	Number enquiries received (cross-border)	Number disputes received (domestic)	Number disputes received (cross-border)	Number disputes accepted (domestic)	Number disputes accepted (cross-border)
64	1	431	0	403	0

Types of disputes:

- The vast majority relate to property improvement services
- 3 cases relate to removals / storage companies
- 2 cases relate to motor trade companies
- 2 cases related to Covid-19 (cancellation of flights and park home fees), but neither went as far as adjudication

- (b) the percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached;
(% which were discontinued and reasons)

Reason	Number disputes discontinued	Percentage discontinued
Rejected for operational reasons	21	5.2%
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	2	0.5%
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
Case withdrawn by consumer	0	0
Case withdrawn by trader	0	0
Solution reached without ADR	6	1.5%
The trader was not a member of the ADR scheme (if this is a requirement)	0	0

- (c) the average time taken to resolve the disputes which the ADR entity has received;
(please provide the average time from receipt of complaint to closure, AND the average time from complete complaint file to closure)

	Domestic	Cross-border
Average time taken to resolve disputes (from receipt of complaint)	132 calendar days	N/A
Average time taken to resolve disputes (from 'complete complaint file')	12 calendar days	N/A

Total average time taken to resolve disputes	132 calendar days
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- (d) the rate of compliance, if known, with the outcomes of its alternative dispute resolution procedures;
(this is the number of traders who complied with the proposed outcome. Please provide a percentage)

Unknown

- (e) any recommendations the ADR entity may have as to how any systematic or significant problems that occur frequently and lead to disputes between consumers and traders could be avoided or resolved in future;
(please provide a description)

Trader to produce written record of what they understand to have been agreed and secure customer signature to confirm.

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

- (g) where the ADR entity provided training to its ADR officials, details of the training it provides;
(Please provide a list of all training undertaken by ADR officials over the past 2 years)

All ADR Officials are Trading Standards Practitioners and maintain their competence via their chosen CPPD scheme (often the CTSI scheme)

- (h) an assessment the effectiveness of an alternative dispute resolution procedure offered by the ADR entity and of possible ways of improving its performance.
(Please provide as much information as possible)

We believe the scheme to be reasonably effective. We receive many messages of thanks from both consumers and businesses following the conclusion of a case.

Please add any additional information or data you think might be useful or interesting at the bottom of this report. *(any extra data provided is useful)*

We have seen a huge increase in the number of new cases received over the past 2 years.

In the 2 years June 2018-May 2020 we averaged 4.92 new cases per month, with the highest number in any one month being 10 (October 2018);

In the 2 years June 2020-May 2022 we averaged 18.20 new cases per month, with the highest number in any one month being 32 (July 2021)