

Kent County Council Alternative Dispute Resolution Scheme

Annual report under regulation 11 of The Alternative Dispute Resolution for  
Consumer Disputes (Competent Authorities and Information) Regulations  
2015

- a) The number of domestic disputes and cross-border disputes the ADR entity has received;

Domestic Disputes – 60

Cross-border disputes - 0

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

Consumer disputes with the vast majority being centered on home improvement type contracts.

- 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;

In relation to building works and home improvements, lack of recording of what has been agreed at the start of works leading to misunderstanding between the parties as to what should have been delivered.

- 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;

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

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

None.

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

None

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

8 calendar days from the point where all relevant information is available to the ADR official.

- h) The rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures;

Unknown

- i) The co-operation, if any, of the ADR entity within any network of ADR entities which facilitates the resolution of cross-border disputes.

None