



**Furniture &
Home Improvement**
Ombudsman



Dispute Resolution
Ombudsman

The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015

Schedule 5 & 6 Annual Activity Report

Schedule 5: 01/01/20 - 31/12/20
Schedule 6: 01/01/19 - 31/12/20



CTSI Activity Reports Year Ending 2020 FHIO/DRO

SCHEDULE 5 Regulation 11(2)

Information to be included in an ADR entity's annual activity report

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

ADR Applications received in 2020: 6173

ODR Applications received via ODR platform in 2020: 1

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

Furniture, Home Improvement, Retail, Removals, other consumer services and consumer services contracts delivered under Trader endorsement schemes.

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;

DRO carried out no systemic reviews during 2020, however we work with our members on an ongoing basis through the provision of training and advice in order to raise standards, facilitate the exchange of information and promote best practice. Further, our Standard Board reviews our work and identified no reasonable need for us to carry out a formal systemic review in 2020.

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;

Please see c) above in addition to which, where applicable, we provide feedback to Consumer Code Sponsors and other accrediting bodies regarding potential breaches of their code of practice to enable the Code Sponsor to investigate these as it deems appropriate.

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;

Total disputes: 340

a) No contact has been made with the business to try to resolve the dispute	4.1%
b) The dispute is frivolous or vexatious	0.0%
c) The dispute is being, or has previously been considered by another ADR entity or by a court	4.7%
d) The value of the claim falls below or above the monetary thresholds set	0.9%
e) The consumer has not submitted the complaint to the Ombudsman in the specified time period	6.8%
f) Dealing with the claim will impair the effective operation of the Ombudsman	0.3%

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

During 2020, no cases were discontinued due to operational reasons, however there were periods during which cases were placed on hold due to the operational availability of the retailer members of the scheme whose premises had been designated as non-essential by the Government Lockdown laws, and/or whose staff were working from home with reduced operational capability.



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

The average days to close disputes in 2020 was 75.2 days

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

During 2020, there were two reported instances of non-compliance; both instances resulted in memberships termination and support was offered to the consumer. Within this period, 20 members exited the scheme of which 8 had ceased trading. Of those that chose to leave the scheme, as far as we are aware, all resolutions were performed, however the extent to which resolutions were performed for the members who ceased trading is not now verifiable.

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

There were no cross-border disputes received via the ODR platform.

Of the 1 dispute received via the ODR platform, this was not cross-border and did not relate to a scheme member.

In addition to the ODR Platform, we have the following:

11 Cross-border disputes which arose within the meaning of the ADR Regulations, i.e. trader registered in UK and at the time the contract was entered into, the consumer resided in another EU Member State.

10 Cross-border disputes where the trader was registered in the UK and, at the time the contract was entered into, the consumer resided outside of the EU. e.g. International removals cases.



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