



Chartered Trading
Standards Institute
ADR Competent Authority

Approval as a Consumer ADR Body

This is to certify that

The Dispute Resolution Ombudsman

Has been approved as a Consumer ADR Body
for purposes of the Alternative Dispute Resolution
for Consumer Disputes (Competent Authorities
and Information) Regulations 2015

Date 24 June 2015

Approval is granted by us under arrangements delegated to us by the Secretary of State
for the Department for Business, Energy & Industrial Strategy.

CTSI Chief Executive