

Schedule 5 Information for ADR Bodies

The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015, require you to supply the competent authority (Chartered Trading Standards Institute) with your Schedule 5 (annual) report when it is due.

The Schedule 5 report must be supplied every year (including when you also supply your biennial report) and must be made available on your website as per the legislation. The Schedule 5 report must be supplied to the competent authority and uploaded onto the website within a month of the anniversary of your date of approval as an approved ADR body.

All details of what must be included in the reports can be found below.

This is the minimum data required for reporting, but any other or extra data supplied would be much appreciated for further insight.

As of 1st January 2021, there have been several amendments made to the legislation due to Brexit. It is no longer a requirement of the legislation to handle cross-border disputes and report on these disputes. However, if you continue to handle cross-border disputes, we would ask that you supply any information in relation to these cases.

Additionally, if your ADR scheme's outcome is binding on either party, please provide us with the percentage of whether the outcome was ruled in the consumer or trader's favour at the end of the Schedule 5 report.

Schedule 5 – RICS Dispute Resolution Service – 1 January 2024 – 31 December 2024

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

(a) the number of domestic disputes the ADR entity has received;

No. enquiries received (domestic)	No. enquiries received (cross-border)	No. disputes received (domestic)	No. disputes received (Cross-border)	No. disputes accepted (continued to case) (domestic)	No. disputes accepted (Continued to case) (cross-border)
28	0	25	0	25	0

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

In November 2023, the RICS Dispute Resolution Service was awarded the contract to provide adjudication services for disputes arising from home improvement works between *Which?* Trusted Traders and their clients. This service covers the resolution of disputes related to construction, maintenance, repair, and other building-related works carried out on residential properties for claims up to and including £10,000.

Disputes eligible for this service are referred to RICS by the consumer organisation *Which?* after their internal complaints handling procedures (which may include mediation) have been exhausted.

During the reporting period, all disputes related solely to the consumer home improvement dispute service. There have been no disputes in relation to the Consumer Mediation Service.

Types of disputes:

All disputes relate to construction, maintenance, repair, and other building-related works carried out on residential properties. Examples include:

- Residential home improvement issues (e.g., painting, plastering, double glazing)
- Bathroom and kitchen refits
- Construction defects (e.g., leaks, building repairs, extensions)
- Installation problems
- Solar energy installation issues

- (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;

For construction matters outside the *Which?* Trusted Traders Service, we often find that contractors have carried out work without setting up a contract with the consumer or being registered with any regulatory body. In these cases, when the consumer is dissatisfied with the completed works, there is no recourse other than mediation. However, the contractor may refuse to cooperate.

- (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;

To prevent future disputes and improve standards, the following recommendations are suggested:

- **Promote Written Contracts:** Encourage the use of written agreements to clearly outline the scope of work, timelines, and dispute resolution procedures.
- **Increase Consumer Awareness:** Raise awareness about the importance of hiring reputable, accredited contractors and the need for clear agreements before starting work.
- **Encourage Best Practices:** Offer training and accreditation to traders, motivating them to adopt professional standards and embrace ADR mechanisms.
- **Simplify Access to ADR:** Create easy-to-use, affordable ADR options for low-value disputes, ensuring consumers have accessible recourse.

These steps would help protect consumers and improve overall trading practices within the industry.

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

Total no. of disputes rejected	0 – Rejected cases are limited. These cases are screened via <i>Which?</i> prior to being passed to the Consumer service.
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Reason	No. rejected	Percentage of rejected
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	0	0%
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%
g) other (enquired too early, not yet complained to trader, trader not member, advice call etc...	0	0%

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

	No. discontinued	Percentage of discontinued
Discontinued for operational reasons	0	0%

Reasons for discontinuation:

N/A

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

	Domestic	Cross-border
Average time taken to resolve disputes (from receipt of complaint)	2-4 weeks	N/A
Average time taken to resolve disputes (from 'complete complaint file')	35 days for the adjudication procedure as part of the Consumer Home Improvement Dispute Service For mediation, the timeframe depends on the cooperation of the parties, but typically 2-3 weeks	N/A

(h) the rate of compliance, if known, with the outcomes the alternative dispute resolution procedures (amongst your members, or those you provide ADR for)

This information is not provided.

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

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)



Chartered Trading
Standards Institute
ADR Competent Authority
