

ADR Entity Reporting

Information which an ADR entity must communicate to the relevant Competent Authority every two years

Reporting period - 1 October 2023 to 30 September 2025

Name of ADR Provider – Centre for Effective Dispute Resolution (CEDR)

Biennial activity report required information.

Information as specified in regulations	Basic guidance	Annual Report Qs
a) the number of disputes received by the ADR entity and the types of complaints to which the disputes related	<p>CEDR received a total of 34 disputes.</p> <p>Of the 23 disputes that fall within the scope of what CEDR could deal with, the complaints related to:</p> <ul style="list-style-type: none"> • Financial entitlement / game outcome: 22 • Payment / transactional error: 1 • Terms and conditions / contract terms: 0 	a & b
b) the percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached.	Nil.	d
c) the average time taken to resolve the disputes which the ADR entity has received	Disputes took an average of 42 calendar days to resolve.	e
d) the rate of compliance, if known, with the outcomes of its alternative disputes procedures	CEDR does not record data on the rate of compliance with outcomes as a matter of course. However, there are no outcomes which CEDR has been notified have not been complied with.	
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	Providing real and meaningful outreach to vulnerable consumers at all levels of the customer contact and complaint journeys is key to ensuring consumers feel heard and valued, which avoids disputes. Providing specialised services for vulnerable	l

	customers (including those who are temporarily vulnerable) can help those customers who are in acute need of support, avoiding the escalation of problems into disputes.	
f) where the ADR entity is a member of any network of ADR entities which facilitates the resolution of cross-border disputes, an assessment of the effectiveness of its cooperation in that network.	N/A	n
g) where the ADR entity provides training to its ADR officials, details of the training it provides	CEDR supports the continuing training and development of its ADR officials. In this reporting period, training has been provided to ADR officials on best practice on decision-making techniques, including writing decisions for a consumer audience and appropriate awards of compensation for poor service delivery.	
h) an assessment of the effectiveness of an alternative dispute resolution procedure offered by the ADR entity and of possible ways of improving its performance.	CEDR remains a highly effective alternative dispute resolution procedure, resolving disputes between postal operators and consumers, offering a swift and high-quality form of dispute resolution at low cost. Case volumes continue to be low, and those that do come to CEDR are dealt with quickly and all decisions are complied with. Improvements can be made through enhanced consumer awareness and even more streamlined processing times. Regular reviews, stakeholder feedback, and maintenance of high-quality decision-making will further enhance CEDR's performance.	