

ADR Entity Reporting - Annual Report

Reporting period 1 October 2015 – 30 September 2016

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Information to be included in the annual activity report.

You must display this information on your website as part of the annual reporting procedures by **1 November 2016**.

You can choose to display this in the most appropriate format for you organisation and your website. The information you display must include the following information, as specified in the ADR regulations:

Information as specified in regulations	Basic guidance
a) the number of domestic disputes and cross-border disputes the ADR entity has received;	0
b) the types of complaints to which the domestic disputes and cross-border disputes relate;	N/A
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;	N/A
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;	N/A
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;	N/A
f) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for the discontinuation;	N/A
g) the average time taken to resolve domestic	N/A

disputes and cross-border disputes;	
h) the rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures;	N/A
i) the co-operation, if any, of the ADR entity within any network of ADR entities which facilitates the resolution of cross-border disputes.	N/A

As competent authority for the gambling sector, we want to ensure that information provided in the annual reports is collated, presented and published in as consistent a manner as possible. Please **submit the information in your report to us at [TBA] before you publish your report**, so that we can review for consistency.

We will agree with you the most appropriate date for submission to us, to make sure you can publish by 1 November.