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STATUTORY INSTRUMENTS

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**2015 No. 542**

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

**PART 4**

**Trader information requirements**

**Consumer information by traders**

**19.**—(1) Where a trader is obliged to use alternative dispute resolution services provided by an ADR entity under—

- (a) an enactment; or
- (b) the rules of a trade association to which the trader belongs,

the trader must provide the name and website address of the ADR entity—

- (c) on the trader's website, if the trader has a website; and
- (d) in the general terms and conditions of sales or service contracts between the trader and a consumer.

(2) Where a trader has exhausted its internal complaint handling procedure when considering a complaint from a consumer relating to a sales contract or a service contract, the trader must inform the consumer, on a durable medium—

- (a) that the trader cannot settle the complaint with the consumer;
- (b) of the name and website address of an ADR entity which would be competent to deal with the complaint, should the consumer wish to use alternative dispute resolution; and
- (c) whether the trader is obliged, or prepared, to submit to an alternative dispute resolution procedure operated by that ADR entity.

(3) The trader information requirements set out in paragraphs (1) and (2) apply in addition to any information requirements applicable to traders regarding out-of-court redress procedures contained in any other enactment.