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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

[<sup>F1</sup>19.—(1) Where, under an enactment, rules of a trade association, or term of a contract, a trader is obliged to use an alternative dispute resolution procedure provided by an ADR entity <sup>F2</sup>... the trader must provide the name and website address of the ADR entity <sup>F2</sup>...—

- (a) on the trader's website, if the trader has a website; and
- (b) in the general terms and conditions of sales contracts or service contracts of the trader, where such general terms and conditions exist.

(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 <sup>F2</sup>... that would be competent to deal with the complaint; and
- (c) whether the trader is obliged, or prepared, to submit to an alternative dispute resolution procedure operated by an ADR entity <sup>F2</sup>....

(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.]

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##### Textual Amendments

- F1** Reg. 19 substituted (9.7.2015) by [The Alternative Dispute Resolution for Consumer Disputes \(Amendment\) Regulations 2015 \(S.I. 2015/1392\)](#), regs. 1(2), **2(12)**
- F2** Words in reg. 19 omitted (31.12.2020) by virtue of [The Consumer Protection \(Amendment etc.\) \(EU Exit\) Regulations 2018 \(S.I. 2018/1326\)](#), regs. 1(3), **9(14)**; 2020 c. 1, Sch. 5 para. 1(1)

**Changes to legislation:**

There are currently no known outstanding effects for the The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015, Section 19.