

### SCHEDULE 3

Requirements that a competent authority must be satisfied that the [F<sup>1</sup>person] meets

#### Textual Amendments

- F1** Word in Regulations substituted (9.7.2015) by [The Alternative Dispute Resolution for Consumer Disputes \(Amendment\) Regulations 2015 \(S.I. 2015/1392\), reg. 2\(2\)](#)

#### Effectiveness

6. The [F<sup>1</sup>person] —
- (a) ensures that its alternative dispute resolution procedure is available and easily accessible to both parties irrespective of where they are located including by electronic means and non-electronic means;
  - (b) ensures that—
    - (i) the parties to a dispute are not obliged to obtain independent advice or be represented or assisted by a third party although they may choose to do so;
    - (ii) the alternative dispute resolution is available free of charge or at a nominal fee for consumers;
  - [F<sup>2</sup>(c) notifies the parties to a dispute as soon as it has received the complete complaint file, unless the person has already notified the parties that it refuses to deal with the dispute in accordance with paragraph 15;]
  - (d) notifies the parties of the outcome of the alternative dispute resolution procedure within a period of 90 days from the date on which the [F<sup>1</sup>person][F<sup>3</sup> issues the notice under subparagraph (c)] except that, in the case of a highly complex dispute, the [F<sup>1</sup>person] may extend this period but must inform the parties of this extension and the expected length of time that it will need to conclude the alternative dispute resolution procedure.

#### Textual Amendments

- F2** Sch. 3 para. 6(c) substituted (9.7.2015) by [The Alternative Dispute Resolution for Consumer Disputes \(Amendment\) Regulations 2015 \(S.I. 2015/1392\), regs. 1\(2\), 2\(15\)\(a\)](#)
- F3** Words in Sch. 3 para. 6(d) substituted (9.7.2015) by [The Alternative Dispute Resolution for Consumer Disputes \(Amendment\) Regulations 2015 \(S.I. 2015/1392\), regs. 1\(2\), 2\(15\)\(b\)](#)

**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, Paragraph 6.