

## SCHEDULE 4

Regulation 10(1)

Information to be included in the list maintained by a competent authority

- (a) the name, contact details and website address of the ADR entity;
- (b) the fees, if any, charged by the ADR entity;
- (c) the language in which complaints can be submitted to the ADR entity and in which the ADR entity can conduct alternative dispute resolution procedures;
- (d) the types of domestic dispute <sup>F1</sup>... covered by the alternative dispute resolution services provided by the ADR entity;
- (e) the sectors and categories of domestic disputes <sup>F2</sup>... covered by the ADR entity;
- (f) whether or not the alternative dispute resolution procedure is or can be conducted as an oral or a written procedure;
- (g) whether the outcome of the alternative dispute resolution procedure is binding;
- (h) the grounds on which the ADR entity may refuse to deal with a given dispute in accordance with paragraph 13 of Schedule 3.

**F1** Words in Sch. 4 omitted (31.12.2020) by virtue of [The Consumer Protection \(Amendment etc.\) \(EU Exit\) Regulations 2018 \(S.I. 2018/1326\)](#), regs. 1(3), **9(17)(a)**; 2020 c. 1, Sch. 5 para. 1(1)

**F2** Words in Sch. 4 omitted (31.12.2020) by virtue of [The Consumer Protection \(Amendment etc.\) \(EU Exit\) Regulations 2018 \(S.I. 2018/1326\)](#), regs. 1(3), **9(17)(b)**; 2020 c. 1, Sch. 5 para. 1(1)

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**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, SCHEDULE 4.