
STATUTORY INSTRUMENTS

2015 No. 542

CONSUMER PROTECTION

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

Made - - - - 16th March 2015

Laid before Parliament 17th March 2015

Coming into force

*for the purposes of
Parts 1 to 3 7th April 2015*

*for the purposes of
Parts 4 & 5 9th July 2015*

**THE ALTERNATIVE DISPUTE RESOLUTION FOR
CONSUMER DISPUTES (COMPETENT AUTHORITIES
AND INFORMATION) REGULATIONS 2015**

PART 1

General

1. Citation and commencement
2. Review
3. “Consumer” and “trader”
4. “ADR entity”
5. Other definitions
6. Interpretation
7. Contracts to which these Regulations do not apply

PART 2

Competent Authorities and ADR Entities

8. Functions and designation of competent authorities
- 8A Consumer information regarding the ODR platform
9. Assessment of application to become an ADR entity
10. Listing of ADR entities
11. Ongoing information obligations of an ADR entity
12. Ongoing assessment of an ADR entity

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. (See end of Document for details)

- 13. Removal of approval
- 14. Notification of the consolidated ADR entity list
- 14A The ADR entity's duty to cooperate
- 14B Agreement to submit disputes to an ADR entity
- 14C Binding outcome requirements
- 15. Fees payable to the Secretary of State
- 15A Fees payable to the Financial Conduct Authority
- 16. Consequential amendments

PART 3

Functions of the Secretary of State

- 17. Designation of single point of contact
- 18. Functions of the Secretary of State

PART 4

Trader information requirements

- 19. Consumer information by traders
- 19A Consumer information by online traders and online marketplaces regarding the ODR platform

PART 5

Enterprise Act 2002

- 20. Amendment to Schedule 13 to the Enterprise Act 2002
Signature

SCHEDULE 1 — Competent Authorities

PART 1

PART 2

SCHEDULE 2 — Information that an ADR applicant must supply

(a) the ADR applicant's name, contact details and website address;...

SCHEDULE 3 — Requirements that a competent authority must be satisfied that the person meets

- 1. Alternative dispute resolution services offered by the person
- 2. Access to the ADR entity
- 3. Expertise, Independence and Impartiality
- 4. Conflict of interests procedure
- 5. Transparency
- 6. Effectiveness
- 7. Fairness
- 8. Subject to paragraphs 9 and 10, in relation to an...
- 9. Paragraphs 8(a) and 8(b) do not apply to the person...
- 10. Paragraph 8 does not apply to the person in respect...
- 11. Legality
- 12. For the purposes of paragraph 11 “habitual residence” is be...
- 13. Grounds to refuse to deal with a dispute
- 13A (1) Subject to sub-paragraph (2), the “prescribed period” is 12...

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14. The person ensures that its policy regarding when it will...
- 14A The decision in paragraph 13 can be made at any...
15. Where a person decides to refuse to deal with a...
16. Where, following the expiry of the period referred to in...
17. Compliance with the Online Dispute Resolution Regulation
18. Where the person agrees to deal with a dispute transmitted...
19. Where the person refuses to deal with a dispute transmitted...

SCHEDULE 4 — Information to be included in the list maintained by a competent authority

- (a) the name, contact details and website address of the...

SCHEDULE 5 — Information to be included in an ADR entity's annual activity report

- (a) the number of domestic disputes and cross-border disputes the...

SCHEDULE 6 — Information which an ADR entity must communicate to the relevant competent authority every two years

- (a) the number of disputes received by the ADR entity...

SCHEDULE 7 — Consequential amendments

1. Financial Services and Markets Act 2000

SCHEDULE 8 — LISTED DIRECTIVE

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Explanatory Note

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.