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STATUTORY INSTRUMENTS

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**2015 No. 542**

**CONSUMER PROTECTION**

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

<i>Made</i>	- - - -	<i>16th March 2015</i>
<i>Laid before Parliament</i>		<i>17th March 2015</i>
<i>Coming into force</i>		
<i>for the purposes of</i>		
<i>Parts 1 to 3</i>		<i>7th April 2015</i>
<i>for the purposes of</i>		
<i>Parts 4 &amp; 5</i>		<i>9th July 2015</i>

**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
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
13. Removal of approval

*Status: This is the original version (as it was originally made).*

14. Notification of the consolidated ADR entity list
15. Fees
16. Consequential amendments

PART 3

Single point of contact

17. Designation of single point of contact
18. Functions of single point of contact

PART 4

Trader information requirements

19. Consumer information by traders

PART 5

Enterprise Act 2002

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

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SCHEDULE 1 — Competent Authorities

PART 1

PART 2

SCHEDULE 2 — Information that an ADR applicant must supply

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

1. Alternative dispute resolution services offered by the body
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 body...
10. Paragraph 8 does not apply to the body in respect...
11. Legality
12. For the purposes of paragraph 11 “habitual residence” is be...
13. Grounds to refuse to deal with a dispute
14. The body ensures that its policy regarding when it will...
15. Subject to paragraph 16, where a body refuses to deal...
16. Where following the expiry of the period referred to in...

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

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

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

SCHEDULE 7 — Consequential amendments

1. Financial Services and Markets Act 2000

SCHEDULE 8 — LISTED DIRECTIVE

Explanatory Note