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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 3**

**Single point of contact**

**Designation of single point of contact**

**17.** The Secretary of State is the single point of contact for the purposes of these Regulations.

**Functions of single point of contact**

**18.—**(1) The single point of contact must—

- (a) compile a consolidated list of ADR entities from the lists which it receives from time to time from each competent authority under regulations 10 and 13(4), and
- (b) without undue delay, send the consolidated list to the European Commission.

(2) On or before 9th July 2018, and within each successive period of four years after that date, the single point of contact must—

- (a) publish on its website a report on the development and functioning of ADR entities; and
- (b) send a copy of that report to the European Commission.

(3) The report must, in particular—

- (a) identify best practices of ADR entities,
- (b) identify the shortcomings (if any), supported by statistics or any other data, that hinder the functioning of ADR entities in relation to domestic or cross-border disputes, and
- (c) where appropriate, make recommendations on how to improve the effective and efficient functioning of ADR entities.

(4) The single point of contact may, for the purpose of enabling it to prepare the report, require a competent authority to provide such information as it may require relating to the development and functioning of an ADR entity for which it is the relevant competent authority.

(5) A competent authority must, if requested by the single point of contact under paragraph (4), provide the requested information in such form and within such period as may be required by the single point of contact.