

SCHEDULE 3

Requirements that a competent authority must be satisfied that the body meets

Access to the ADR entity

2. The body—

- (a) maintains an up-to-date website which provides the parties to a domestic dispute or cross-border dispute with information regarding the alternative dispute resolution procedure operated by the body;
- (b) provides the information referred to in sub-paragraph (a) to a party on a durable medium, if a party requests it;
- (c) ensures that its website enables a consumer to file an initial complaint submission and any necessary supporting documents online;
- (d) permits the consumer to file an initial complaint submission by post, if the consumer wishes;
- (e) enables the exchange of information between the parties via electronic means or, if a party wishes, by post;
- (f) accepts disputes covered by Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes⁽¹⁾.

(1) OJ No L 165 18.6.2013 p1.