

Schedule 5 and Schedule 6 Information for ADR Bodies

The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015, require you to supply the competent authority (Chartered Trading Standards Institute) with your Schedule 5 (annual) and Schedule 6 (biennial) reports when they are due.

The Schedule 5 report must be supplied every year (including when you also supply your biennial report) and must be made available on your website as per the legislation. The Schedule 5 report must be supplied to the competent authority and uploaded onto the website within a month of the anniversary of your date of approval as an approved ADR body.

The Schedule 6 report must be supplied biennially and is not required to be available on your website, only sent to the competent authority. The years that you supply the biennial report, you still must supply an annual report in addition. The Schedule 6 report must be supplied to the competent authority within a month of the anniversary of your approval date. The information (data) (as per section 11.3 of the legislation) is to cover the whole (totals) of the 2-year reporting period.

All details of what must be included in the reports can be found below.

This is the minimum data required for reporting, but any other or extra data supplied would be much appreciated for further insight.

As of 1st January 2021, there have been several amendments made to the legislation due to Brexit. It is no longer a requirement of the legislation to handle cross-border disputes and report on these disputes. However, if you continue to handle cross-border disputes, we would ask that you supply any information in relation to these cases.

Additionally, if your ADR scheme's outcome is binding on either party, please provide us with the percentage of whether the outcome was ruled in the consumer or trader's favour at the end of the Schedule 5 and Schedule 6 report.

Schedule 5

<< Electric Vehicle Consumer Code >>

<<1 October 2023 – 30 September 2024>>

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

- (a) the number of domestic disputes the ADR entity has received;
(This is the total number including enquiries received, cases handled and disputes rejected)

No. enquiries received (domestic)	No. enquiries received (cross-border)	No. disputes received (domestic)	No. disputes received (cross-border)	No. disputes accepted (continued to case) (domestic)	No. disputes accepted (continued to case) (cross-border)
7*	n/a	0	n/a	0	n/a

*We received 7 complaints regarding an electric vehicle chargepoint, however none of them concerned a business that was an EVCC member. As a result these complaints were not handled through EVCC's ADR process.

- (b) the types of complaints to which the domestic disputes and cross-border disputes relate;
(please state as many different types as required)

Types of disputes:

- Electric Vehicle Chargepoint

Categories of disputes

- Awareness of RECC / Consumer Protection (including staff training)
- Marketing and selling
- Estimates / quotes, including performance estimates and financial incentives
- Finance agreements
- Contracts and cancellation rights
- Taking and protection of deposits and advanced payments
- Completing the installation
- After-sales (guarantees, workmanship warranties and warranty protection, after-sales support: customer service)
- Complaints (numbers, handling, procedures)

- (c) a description of any systematic or significant problems that occur frequently and lead to disputes between consumers and traders of which the ADR entity has become aware due to its operations as an ADR entity;

(please provide description)

n/a

- (d) any recommendations the ADR entity may have as to how the problems referred to in paragraph (c) could be avoided or resolved in future, in order to raise traders' standards and to facilitate the exchange of information and best practices;

(please provide as much information as possible)

n/a

- (e) the number of disputes which the ADR entity has refused to deal with, and the percentage share of the grounds set in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes;

(please provide a breakdown of reasons and a total number)

n/a

Total no. of disputes rejected	
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Reason	No. rejected	Percentage of rejected
a) the consumer has not attempted to contact the trader first		
b) the dispute was frivolous or vexatious		
c) the dispute had been previously considered by another ADR body or the court		
d) the value fell below the monetary value		
e) the consumer did not submit the disputes within the time period specified		
f) dealing with the dispute would have impaired the operation of the ADR body		
g) other (enquired too early, not yet complained to trader, trader not member, advice call etc...)		

- (f) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for discontinuation;

(please provide as many reasons as required)

n/a

	No. discontinued	Percentage of discontinued
Discontinued for operational reasons		

Reasons for discontinuation:

- (g) the average time taken to resolve domestic disputes and cross-border disputes;
(please provide the average time from receipt of complaint to closure, AND the average time from complete complaint file to closure)

n/a

	Domestic	Cross-border
Average time taken to resolve disputes (from receipt of complaint)		
Average time taken to resolve disputes (from 'complete complaint file')		

Total average time taken to resolve disputes	
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- (h) the rate of compliance, if known, with the outcomes the alternative dispute resolution procedures (amongst your members, or those you provide ADR for)
(this is the number of traders who complied with the proposed outcome. Please provide a percentage)

n/a

(i) This point has been removed in amendments on 1 January 2021

Please add any additional information or data you think might be useful or interesting at the bottom of this report.

(any extra data provided is useful)

Schedule 6

<< **The Electric Vehicle Consumer Code** >>

<<**1 October 2022 – 30 September 2024**>>

Information which an ADR entity must communicate to relevant competent authority every two years

- (a) the number of disputes received by the ADR entity and the types of complaints to which the disputes relate;
(This is the total number including enquiries received, cases handled and disputes rejected with the subject of the dispute)

No. enquiries received (domestic)	No. enquiries received (cross-border)	No. disputes received (domestic)	No. disputes received (cross-border)	No. disputes accepted (domestic)	No. disputes accepted (cross-border)
9*	n/a	0	n/a	0	n/a

*We received 9 complaints regarding an electric vehicle chargepoint, however none of them concerned a business that was an EVCC member. As a result, these complaints were not handled through EVCC's ADR process.

Types of disputes:

- Electric Vehicle Chargepoint

Categories of disputes

- Awareness of RECC / Consumer Protection (including staff training)
- Marketing and selling
- Estimates / quotes, including performance estimates and financial incentives
- Finance agreements
- Contracts and cancellation rights
- Taking and protection of deposits and advanced payments
- Completing the installation
- After-sales (guarantees, workmanship warranties and warranty protection, after-sales support: customer service)
- Complaints (numbers, handling, procedures)

- (b) the percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached;
(% which were discontinued and reasons) n/a



Reason	No. disputes discontinued	Percentage discontinued
Rejected for operational reasons		
a) the consumer has not attempted to contact the trader first		
b) the dispute was frivolous or vexatious		
c) the dispute had been previously considered by another ADR body or the court		
d) the value fell below the monetary value		
e) the consumer did not submit the disputes within the time period specified		
f) dealing with the dispute would have impaired the operation of the ADR body		
Case withdrawn by consumer		
Case withdrawn by trader		
Solution reached without ADR		
The trader was not a member of the ADR scheme (if this is a requirement)		

(c) the average time taken to resolve the disputes which the ADR entity has received;
(please provide the average time from receipt of complaint to closure, AND the average time from complete complaint file to closure)

n/a

	Domestic	Cross-border
Average time taken to resolve disputes (from receipt of complaint)		
Average time taken to resolve disputes (from 'complete complaint file')		

Total average time taken to resolve disputes	
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(d) the rate of compliance, if known, with the outcomes of its alternative dispute resolution procedures;
(this is the number of traders who complied with the proposed outcome. Please provide a percentage)

n/a

- (e) any recommendations the ADR entity may have as to how any systematic or significant problems that occur frequently and lead to disputes between consumers and traders could be avoided or resolved in future;
(please provide a description)

n/a

(f) This point has been removed in amendments on 1 January 2021

- (g) where the ADR entity provided training to its ADR officials, details of the training it provides;
(Please provide a list of all training undertaken by ADR officials over the past 2 years)

See Training Log.

- (h) an assessment of the effectiveness of an alternative dispute resolution procedure offered by the ADR entity and of possible ways of improving its performance.
(Please provide as much information as possible)

Effectives of ADR procedure

- The ADR team is well resourced to deal with an increase in the number of consumer complaints about EV charge points.
- We have a highly trained team who are available to provide support to consumers and members by resolving a range of enquiries by email and telephone as part of our wider approach to provide a holistic service.
- All EVCC members are required to use our primary authority approved model documents to ensure that all documents are compliant with consumer protection law which in turn minimises the risk of consumer complaints.
- In 2023, to keep pace with changes within the consumer redress landscape, we transitioned from arbitration to adjudication as the final stage of our ADR process. It provides consumers and members with a modern and consensual form of ADR where fair and impartial decisions are made by an adjudicator to resolve complaints.

Improving performance

- Increase our engagement with consumers, members and industry stakeholders to build confidence in ADR and the sector.
- Develop a single sector wide ombudsman for consumers to access ADR.

Please add any additional information or data you think might be useful or interesting at the bottom of this report. *(any extra data provided is useful)*