

**For immediate release:**

## CCAS celebrates five years of ADR with £12.7M consumer recovery

The Consumer Codes Approval Scheme (CCAS) celebrates five years of Alternative Dispute Regulations (ADR) consumer regulations and its achievements during this period.

The ADR regulations were [launched](#) in 2015 to create better relations between consumer and traders, and encourage dispute resolution without going to court. Over the past five years, over 68,000 UK businesses joined the scheme and over £12.7M was recovered for consumers. In April, a report [revealed](#) that CCAS now protects almost £135bn of consumer transactions, a 62% year-on-year increase.

By assisting consumers and businesses, ADR within CCAS helps both avoid costly court proceedings and enables them to reach an agreement quicker. Consumers gain access to a clear complaint and ADR procedure. Businesses are regularly audited and monitored to ensure they comply with the high standards set by their approved code of practice. By using an approved trader, consumers have protection above and beyond regular consumer law rights.

CTSI Chief Executive and Interim Chair of the CCAS Board, Leon Livermore, said: "ADR has proved vital for strengthening the relationship between UK consumers and businesses. I am proud of CCAS' achievements over the past five years, and I look forward to its continuing growth and development as we come out of the coronavirus lockdown, and over the next five years."

**ENDS**

Notes for Editors:

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**The Consumer Codes Approval Scheme (CCAS)** is facilitated self-regulation. It aims to promote consumer interests by setting out the principles of effective customer service and protection. It goes above and beyond consumer law obligations and sets a higher standard, showing consumers clearly - through the right to display the CTSI approved code logo - that code members can be trusted. Find more information about our CCAS scheme on the [CTSI website](#).

### **Chartered Trading Standards Institute (CTSI)**

CTSI is a training and membership organisation that has represented the interests of the Trading Standards profession since 1881 nationally and internationally. We aim to raise the profile of the profession while working towards fairer, better informed and safer consumer and business communities. CTSI's members are engaged in delivering frontline trading standards services in local authorities and in businesses. [www.tradingstandards.uk](http://www.tradingstandards.uk)