

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 - <<Renewable Energy Consumer Code>> -

<<1 October 2022 – 1 September 2023>>

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) |
|-----------------------------------|---------------------------------------|----------------------------------|--------------------------------------|--|--|
| 448 | n/a | 250 | n/a | 238 | n/a |

- (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:

Categories of disputes

- Awareness of RECC / Consumer Protection (including staff training)
- Microgeneration Certification Scheme
- 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)

Energy generators and related products

- Solar PV, Solar Thermal and related products including battery storage system
- Air Source Heat Pump and Ground Source Heat Pump
- Biomass

- (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)

| Solar pv, Solar thermal and related products including Battery storage system | Heat pumps |
|--|--|
| <p>Installation and product issues</p> <ul style="list-style-type: none"> • Failure to install goods according to contract • Failure to complete installation • Incorrectly installed battery • Non-compliant electrical work • Panels installed without equipment to protect installation from pests • Failure to remove scaffolding at property on completion of installation • Incorrect survey and design • Delays and multiple cancellations of installation dates • Faulty battery: connectivity, charging and discharging issues • Undersized inverter <p>Contract and documentation issues</p> <ul style="list-style-type: none"> • Failure to supply and install goods • Misrepresentation of MCS certified status when signing contracts • Failure to refund deposits and advance payments after cancellation of contract • Failure to provide handover pack • Issues with submitting notifications to District Network Operator • Incorrect information in documents • Pressure selling and mis-selling • Damage caused to property during installation | <p>Installation and product issues</p> <ul style="list-style-type: none"> • Poor workmanship on installation • Failure to carry out site survey before installation • Incomplete installation • Delays to installation and exceeding the agreed timetable significantly • Incorrect heat loss calculation causing oversized/undersized system • System installed incorrectly • Noise and vibration from system • Damage caused to property during installation <p>Contract and documentation issues</p> <ul style="list-style-type: none"> • Failure to provide handover pack • Running costs above figures quoted • Boiler upgrade scheme payment issues |

- (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)

- Publish guidance documents for members on specific areas which are the cause of consumer complaints such as cancellation rights.

- Publicise the range of extensive resources (guidance and model documents) available for members to encourage them as much as possible because these comply with consumer protection law.
- Set up webinars and short interactive videos for members covering all key areas of consumer protection based on the Consumer Code to improve knowledge and understanding.
- Share knowledge with members through different mediums on best practice to resolve the most common types of consumer complaints and communicate with members by email and other means regularly.
- Work with the Microgeneration Certification Scheme and Certification Bodies in relation to complaints about installation, design and product issues to minimise problems and improve standards.

(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)

| | |
|--------------------------------|----|
| Total no. of disputes rejected | 13 |
|--------------------------------|----|

| Reason | No. rejected | Percentage of rejected |
|--|--------------|------------------------|
| a) the consumer has not attempted to contact the trader first | n/a | |
| b) the dispute was frivolous or vexatious | n/a | |
| c) the dispute had been previously considered by another ADR body or the court | n/a | |
| d) the value fell below the monetary value | n/a | |
| e) the consumer did not submit the disputes within the time period specified | n/a | |
| f) dealing with the dispute would have impaired the operation of the ADR body | 10 | 77% |
| g) other (enquired too early, not yet complained to trader, trader not member, advice call etc...) | 3 | 23% |

(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)

| | No. discontinued | Percentage of discontinued |
|--------------------------------------|------------------|----------------------------|
| Discontinued for operational reasons | n/a | n/a |

Reasons for discontinuation: n/a

(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)

| | Domestic | Cross-border |
|---|-----------------|---------------------|
| Average time taken to resolve disputes (from receipt of complaint) | 6 weeks | n/a |
| Average time taken to resolve disputes (from 'complete complaint file') | 4 weeks | n/a |

| | |
|--|---------|
| Total average time taken to resolve disputes | 5 weeks |
|--|---------|

(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)

- Complaints handled through the first stage of our dispute resolution process have 100% rate of compliance. Disputes are closed when the parties have complied with the terms of resolution.

(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)