

Schedule 5 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) report when it is 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.

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 report.

Schedule 5

<<Renewable Energy Consumer Code>> -
<<2 September 2023 – 2 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)
712	0	213	0	209	0

- (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 Battery storage	Heat pumps	Contract and documentation issues (all technologies)
<ul style="list-style-type: none"> • Product issues: faulty batteries and undersized inverters • Installation issues: <ul style="list-style-type: none"> ○ failure to install goods according to contract, ○ incorrect and/or incomplete installation, ○ damage caused to property during installation, ○ solar PV installed without equipment to protect installation from pests, ○ delays and multiple cancellations of installation dates. • Issues with survey and design of system 	<ul style="list-style-type: none"> • Product issues: noise and performance issues • Installations issues: <ul style="list-style-type: none"> ○ poor workmanship ○ failure to carry out adequate site survey, ○ incorrect and/or incomplete installation, incorrect heat loss calculation causing oversized/undersized system, • Damage to property caused during installation 	<ul style="list-style-type: none"> • Cancellation of contract • Failure to supply and install goods • Misrepresentation of MCS certification status • Failure to refund deposits and advance payments after cancellation • Failure to provide handover pack • Issues with submitting notifications to District Network Operator • Pressure selling and mis-selling • Running costs above figures quoted • Boiler Upgrade Scheme (BUS) eligibility and 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)

- Continue to run a series of webinars for member on consumer protection designed to equip members with a better understanding of how to comply with their obligations to consumers.
- Ensure that members use our extensive range of primary authority approved guidance and model documents as they comply with the obligations set out in the Code which, is based on consumer protection law.
- Improve engagement with consumers on social media on the key consumer protection issues to improve knowledge and awareness.
- Continue to work closely with stakeholders within the industry to improve installation standards and consumer protection.
- Communicate with member regularly via different mediums (e.g.; newsletter, social media and emails) on the common underlying reasons for consumer complaints and best practice to resolve and prevent complaints.
- Issue guidance notices to members highlighting key compliance areas underlying consumer complaints and useful steps to mitigate and improve practices.
- Develop a single sector wide route for consumers to access ADR.

(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	
--------------------------------	--

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)

	No. discontinued	Percentage of discontinued
Discontinued for operational reasons	4	

Reasons for discontinuation: complainants decided not to pursue the complaints through the ADR process.

(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	n/a
Average time taken to resolve disputes (from 'complete complaint file')	4	n/a

(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)

Disputes handled through the first stage of our dispute resolution process have 100% rate of compliance.

(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)



Chartered Trading
Standards Institute
ADR Competent Authority
