Chartered Trading Standards Institute
ADR Competent Authority

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.

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Schedule 5 – Institute of Professional Willwriters

Reporting period 16th March 2025 to 15th March 2026

Information to be included 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)
6	0	6	0	4	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:

- Delays in dealing with late mothers' estate, failure to keep executors updated in progress (or lack of it)
- Failed to complete work within timescales. Business owners has stopped responding to progress enquiries.
- Errors in documents, failure to respond to queries. Reponses were of a nature that led to a loss of confidence in the firm.
- Delay in provided trust documents and registering them at HMLR.

(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;
None

(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;

None

(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;

Total no. of disputes rejected	2

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…	2	33%

(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	0	

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)

	Domestic	**Cross-border**
Average time taken to resolve disputes (from receipt of complaint)	55 days	

Average time taken to resolve disputes (from 'complete complaint file')	26 days	

(h) the rate of compliance, if known, with the outcomes the alternative dispute resolution procedures (amongst your members, or those you provide ADR for)

Of the four cases dealt with, two were withdrawn by the complaints – see below for reasons.
Of the two remaining cases, in both cases the firm complied with the proposed outcome.

(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.

One complaint was withdrawn by the complainant as they received satisfaction through another complaints mechanism.
One complaint was withdrawn by the complainant as they received satisfaction through negotiation with the firm.
The two cases that were rejected were because the complainant was not a consumer, or acting on behalf of a consumer.