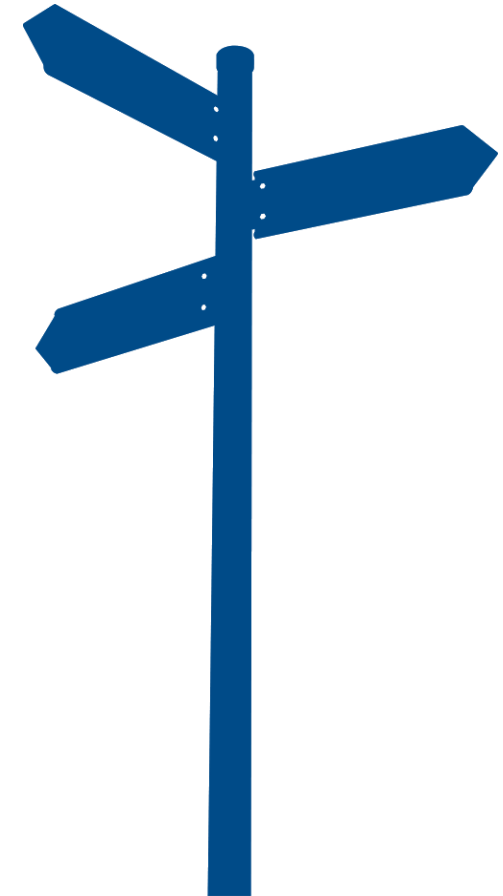


Overview of ADR Providers

Informing the report:

Confusion, gaps, and overlaps

A consumer perspective on alternative dispute resolution between consumers and businesses



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OVERVIEW MAP OF ADR PROVIDERS IN THE UK

The maps below are organized according to the following criteria:

Map 1: list of certified ADR providers in the United Kingdom and to the European Commission ¹

Map 2: ADR providers in the United Kingdom that are not officially certified

Categories in the maps' columns:

- ❖ **Delivery organization:** who actually does the ADR work, and who administers the scheme (where this is relevant).
- ❖ **Name:** Stated name of scheme.
- ❖ **Type of complaints/sector:** This is the category of the subject matter complained about.
- ❖ **Activity:** As described by the ADR bodies themselves, but adjudication is used where there is a *formal decision making process*, and 'not stated' is where it isn't clear.
- ❖ **Geographical coverage:** this indicates *who* the service is available to. It is UK-wide by default unless otherwise noted.
- ❖ **Target Consumer Group:** This area generally matches the sector column, unless the scheme is specifically available for certain demographics.
- ❖ **Competent Authority:** the body that has regulatory responsibility or oversight under any enactment.
- ❖ **Free to consumer:** here proportional cost means a cost above notional.²
- ❖ **Mandatory to business:** This relates to whether businesses are required to take part in a scheme, and doesn't relate to whether decisions are binding.
- ❖ **Other:** link to the website or document (available online) where information is located.

¹ Accessed on 9 March 2017 (42 in the United Kingdom): <https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.adr.show>

² Where there is a 'potential' cost this is specific to each scheme, and might involve paying for an inspection or making individual arrangements on a case-by-case basis.

Challenges in collecting the data

Several methodological challenges were faced when creating the maps below.

How to record ADR schemes. One issue was how ADR schemes should be recorded. We followed the approach used by the Office of Fair Trading in its previous mapping exercise conducted in 2010. This involves recording discrete ADR schemes even where they are provided by one umbrella ADR organisation. For example, rather than recording Ombudsman Services Ltd or the Centre for Effective Disputes Resolution as single schemes, we list in the map each of the discrete schemes operated by these umbrella bodies.

How to name ADR processes. Terminology is used inconsistently between ADR schemes and there are no widely accepted definitions of key concepts such as ‘ombudsman’, ‘conciliation’, ‘adjudication’, etc. In addition, some schemes use multiple processes within a single scheme. Given the often vague information available about how schemes actually operate, we relied on schemes’ own descriptions of their processes e.g. where schemes said they conciliated, this is what we have recorded.

The source of the information. Much of the information on which the map is based is available online. For non-certified schemes, there is no central repository of information about ADR schemes. As a result, we cannot be certain that (despite our best efforts in searching the internet) the map is comprehensive. In some areas, multiple small schemes exist and new schemes can be created (and, indeed, cease functioning) from day to day. In the case of schemes operated by local trading standards departments, the local nature of these schemes and differences in terminology mean that mapping this particular area is especially complex.

Discrepancies and inconsistencies in data. There were some inconsistencies in published data, for example, the number of schemes listed as approved on the European Commission website was different to the number of schemes we identified. This reflects a different approach to categorising ADR providers. The European Commission lists the umbrella ADR provider, as well as discrete schemes operated by an ADR provider, in some cases. The European Commission’s approach may be unhelpful in this respect, as it may give the impression that all the schemes operated by an ADR provider are approved, whereas some may not be. Generally, we have taken information we found on ADR providers’ websites in good faith e.g. where they said they were approved under the ADR Directive, we accepted that, even if they did not specifically appear on the European Commission’s published list.

MAP 1: list of notified ADR providers in the United Kingdom and to the EC

Delivery organization	Name	Type of complaints / sector	Activity	Geographic coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
ABTA	ABTA Alternative Dispute Resolution Service	Package Holidays Travel Agency	Conciliation	UK-Wide	holidaymakers	CTSI ³	Yes	https://abta.com/holiday-help-and-complaints/abta-complaints-process
ACCA	Association of Chartered Certified Accountants	Financial Services	Conciliation Adjudication	UK-wide	Financial Services Consumers Business Clients	CTSI	yes	http://www.accaglobal.com/uk/en/footer/toolbar/contact-us/make-a-complaint-about-a-n-acca-member.html
ADR Group	ADR Group	Gambling Unregulated Consumer Activities Non-Consumer related ADR	Arbitration Mediation	UK-wide	Gamblers General	The Gambling Commission CTSI	Yes	http://www.consumer-dispute.co.uk/
ADR Group	ADR Group	Gambling Unregulated Consumer Activities Non-Consumer related ADR	Arbitration Mediation	UK-wide	Gamblers General	The Gambling Commission CTSI	Yes	http://www.consumer-dispute.co.uk/
British Vehicle Rental and Leasing Association	British Vehicle Rental and Leasing Association	Vehicle Hire and Lease	Conciliation	UK-wide	Motorists	CTSI	not stated	http://www.bvrla.co.uk/advice/consumer-advice
CEDR	Cavity Insulation Guarantee Agency Independent Arbitration Service for	Construction and Maintenance	Arbitration	UK-wide	Construction and Maintenance Consumers	CTSI	no - potentially full cost borne by consumer	https://www.cedr.com/idrs/documents/160505121545-independent-arbitration-for-domestic-consumers-(ciga).pdf

	Customers							
Delivery organization	Name	Type of complaints / sector	Activity	Geographic coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
CEDR	CEDR Aviation	Transport	Adjudication	UK-wide	Passengers	The Civil Aviation Authority	no - potentially proportionate cost borne by consumer	https://www.cedr.com/aviation/
CEDR	CEDR Independent Adjudication Scheme Gambling and Gaming	Gambling Lotteries	Adjudication	UK-wide	Gamblers Lottery players	The Gambling Commission	Yes	https://www.cedr.com/consumer/gaming-and-gambling/gaming-entertainment-centres/process
CEDR	Communications and Internet Services Adjudication Scheme	Telecommunications Consumers	Adjudication	UK-wide	Communications Consumers	Ofcom	Yes	https://www.cedr.com/cisas/
CEDR	Consumer Code for Home Builders Adjudication Scheme	Construction and Maintenance	Adjudication	UK-wide	Homebuyers	CTSI	No - Proportional cost borne by consumer	https://www.cedr.com/idrs/documents/160321163026-cchbas-rules-2010-edition.pdf
CEDR	Glazing Arbitration Scheme	Construction and Maintenance	Arbitration	UK-wide	Construction and Maintenance Consumers	CTSI	No - Proportional cost borne by consumer	http://www.tgas.org.uk/
CEDR	Independent Arbitration Service for Customers: British Airways	Package Holidays	Arbitration	UK-wide	holidaymakers	CTSI	No - Proportional cost borne by consumer	https://www.cedr.com/idrs/documents/160104094814-independent-arbitration-for-domestic-consumers-(ba-holidays).pdf?v=1451900902
CEDR	Postal Redress	Postal Services	Adjudication	UK-wide	Postal Services Customers	Ofcom	Yes	https://www.cedr.com/postrs/

	Service							
Delivery organization	Name	Type of complaints / sector	Activity	Geographic coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
CEDR	Independent Arbitration Service for Customers: Holiday Parks	Hotels and Tourism	Arbitration	UK-wide	holidaymakers	CTSI	Yes	https://www.cedr.com/idrs/documents/160330074154-independent-arbitration-for-domestic-consumers-(holiday-parks)-2016.pdf
CEDR	Resort Development Agency Arbitration Scheme	Hotels and Tourism	Arbitration	EU-wide	holidaymakers	CTSI	not stated	http://rdo.org/rdo-consumer-services/
CEDR	Independent Arbitration Service of Customers: Bonded Coach Holidays	Package Holidays	Arbitration	UK-wide	holidaymakers	CTSI	No - Proportional cost borne by consumer	https://www.cedr.com/consumer/holidays-and-travel/bonded-coach-holidays/introduction/
CEDR	Independent Consumer Adjudication Scheme: Building Life Plans Code for the Sale of New Homes	Conveyancy	Adjudication	UK-wide	Homebuyers	CTSI	No - Proportional cost borne by consumer	https://www.cedr.com/idrs/documents/160818165911-adjudication-rules-(blp).pdf
CEDR	Independent Consumer Adjudication Scheme: Build-Zone	Construction and Maintenance	Adjudication	UK-wide	Homebuyers	CTSI	No - Proportional cost borne by consumer	https://www.cedr.com/idrs/documents/160818143308-build-zone-adjudication-rules.pdf

CEDR	ABTA Arbitration Scheme	Package Holidays Travel Agency	Arbitration	UK-wide	holidaymakers	CTSI	No - Proportional cost borne by consumer	https://www.cedr.com/consumer/holidays-and-travel/abta/process
Delivery organization	Name	Type of complaints / sector	Activity	Geographic coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
DeMars & Associates Ltd	NetNeutrals EU Ltd	General Consumer	Mediation Adjudication	EU-wide (Domestic and Cross-Border)	Motorists General Consumers	CTSI	Yes	http://www.netneutrals.uk/About-Us
Dispute Resolution Ombudsman	Furniture Ombudsman	Furniture	Ombudsman	EU-Wide (Domestic and Cross-Border)	Furniture Consumers	CTSI	Yes	http://www.disputeresolutionombudsman.org/wp-content/themes/responsive-Child/documents/CTSI%20DRO%20Member%20Certificate.pdf
Dispute Resolution Ombudsman	Dispute Resolution Ombudsman	Consumer Goods Construction and Maintenance General Consumer	Ombudsman	EU-Wide (Domestic and Cross-Border)	General Consumers	CTSI	Yes	http://www.disputeresolutionombudsman.org/about-us/mission-values-and-structure/
eCogra	eCogra	Online Gambling	Mediation	UK-wide	Gamblers	The Gambling Commission	Yes	http://www.ecogra.org/ata/policies_procedures.php
Federation of Master Builders (Conciliation) Small Claims Mediation UK (Mediation)	Federation of Master Builders	Construction and Maintenance	Conciliation Mediation	UK-wide	Construction and Maintenance Consumers	CTSI	conciliation - yes Mediation - proportional cost borne by consumer	http://www.fmb.org.uk/about-the-fmb/complaints/
FOS	Financial Ombudsman Service Ltd	Financial Services	Ombudsman	UK-wide	Financial Services Consumers	FCA	Yes	http://www.financial-ombudsman.org.uk/
HF Resolution Ltd	Cosmetic Redress Scheme	Healthcare	Ombudsman Mediation	UK-wide	Patients	CTSI	not stated	https://www.cosmeticredress.co.uk/about-us
HF Resolution Ltd	Property Redress Scheme	Conveyancy Letting	Mediation Ombudsman	UK-wide	Property Consumers	DCLG NTSEAT	Yes	https://www.theprs.co.uk/about-us
IAS	Independent	Parking	Adjudication	England	Motorists	CTSI	No - Proportional	https://www.theias.org/the-ias-private-park

	Appeals Service (Parking) (Non-standard)			and Wales			cost borne by consumer	ing-charge-appeals-rules-and-procedure
Delivery organization	Name	Type of complaints / sector	Activity	Geographic coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
Independent Betting Adjudication Service	Independent Betting Adjudication Service	Gambling	Adjudication	UK-wide	Gamblers	The Gambling Commission	Yes	http://www.ibas-uk.com/index.php
Independent Football Ombudsman	Independent Football Ombudsman	Sports	Adjudication	England	Sports consumers	not stated (but has stated authorisation)	Yes	http://www.theifo.co.uk/about-us.html
Jennifer Gallagher. Lindsays	Jennifer Gallagher, Lindsays	Gambling	Mediation	UK-wide	Lottery Players	The Gambling Commission	yes - up to a limit of £750	http://www.lindsays.co.uk/services/for-you-and-your-family/gambling-commission
Joel Goldman	Joel Goldman	Gambling	Mediation	UK-wide	Gamblers	The Gambling Commission	Yes	http://goldman.online/mediation-services/gambling/
Kent County Council ADR Scheme⁴	Kent County Council ADR Scheme	Consumer Goods Construction and Maintenance	Adjudication	UK-wide (members in Kent)	General Consumers	CTSI	No - nominal cost borne by consumer	http://www.kent.gov.uk/business/trading-standards/consumer-protection/report-a-problem-to-KCC-trading-standards/resolving-a-dispute-with-a-trader#tab-5
Motor Ombudsman⁵	Motor Ombudsman	New car sales Used car sales	Adjudication	UK-wide	Motorists	not stated	Yes	https://www.themotorombudsman.org/consumers/make-a-complaint

⁴ Local Authority Trading Standards Services provide a number of ADR schemes which vary between local authorities. Some local authorities support a Trusted Trader Scheme (e.g. East Lothian, Dundee or Nottinghamshire whilst others may run schemes under the Checktrader umbrella (e.g. Derbyshire). Some run both (Surrey and Buckinghamshire). Other local authorities provide stand-alone schemes (e.g. Hull Motor Trade Partnership). There is therefore lots of diversity within this area, which due to time constraints has not been looked at for this report. It does however illustrate the complexity of the landscape in this area and further potential for confusion.

		Vehicle Servicing and Repair Vehicle Warranty Products						
National Casino Forum	Independent Panel for Casion & Bingo Arbitration	Gambling	Arbitration	UK-wide	Gamblers	The Gambling Commission	Yes	http://www.ipca.org.uk/
Delivery organization	Name	Type of complaints / sector	Activity	Geographic coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
National Conciliation Service	National Conciliation Service	Vehicle repair and servicing New car sales Used car sales	Conciliation Arbitration	UK-wide	Motorists	CTSI	Yes	https://www.nationalconciliationservice.co.uk/
Office of the Independent Adjudicator for Higher Education	Office of the Independent Adjudicator for Higher Education	Higher Education	Ombudsman	England and Wales	Students	CTSI	Yes	http://www.oiahe.org.uk/rules-and-the-complaints-process.aspx
Ombudsman Services Ltd	Ombudsman Services: Aviation⁶	Aviation	Ombudsman	UK-wide	Travellers	CTSI	not applicable	no details found - inoperative
Ombudsman Services Ltd	Ombudsman Services: Telecommunications and Post	Telecommunications	Ombudsman	UK-wide	Telecommunications Consumers	Ofcom	Yes	https://www.ombudsman-services.org/communications.html
Ombudsman Services Ltd	Ombudsman Services: The Consumer Ombudsman	General Consumer	Ombudsman	UK-wide	General	CTSI	Yes	http://www.consumer-ombudsman.org/
Ombudsman Services Ltd	Ombudsman Services: The Energy Ombudsman	Energy	Ombudsman	England, Scotland, and Wales	Energy Consumers	Ofgem	Yes	https://www.ombudsman-services.org/energy.html

⁵ Motor Codes Ltd is now called The Motor Ombudsman

⁶ The aviation sector is not covered by Ombudsman Services, it remains in this map as it is listed on the EC website.

Ombudsman Services Ltd	Ombudsman Services: Property	Conveyancy Surveyancy Letting	Adjudication	UK-wide	Property Consumers	NTSEAT	Yes	https://www.ombudsman-services.org/property.html
Promediate	Click2Resolve	General Consumer	Mediation	UK-wide	General Consumers	CTSI	No - Proportional cost borne by consumer	http://www.promediate.co.uk/click-2-resolve/
RECC	Renewable Energy Consumer Code	Energy	Mediation	UK-wide	Energy Consumers	not stated (but has stated authorisation)	not stated	https://www.recc.org.uk/consumers/how-to-complain
Delivery organization	Name	Type of complaints / sector	Activity	Geographic coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
Retail Ombudsman	Retail Ombudsman	General Consumer	Ombudsman	UK-wide	General Consumers	CTSI	Yes	https://www.theretailombudsman.org.uk/about-us/
Retail Ombudsman	Airline Dispute Resolution	Transport	Ombudsman	UK-wide	Passengers	The Civil Aviation Authority	Yes	https://www.theretailombudsman.org.uk/
thePOGG.com	POGG.com Ltd	Gambling	Mediation	UK-wide	Gamblers	The Gambling Commission	Yes	http://thepogg.com/all-complaints/
TPO	Property Ombudsman	Letting Removals Estate agents Property buying companies International property agents Property management companies & auctions	Ombudsman	England and Wales	Property Consumers	DCLG CTSI NTSEAT	Yes	https://www.tpos.co.uk/about-us
TPOS	Property Ombudsman Scotland	Conveyancy Letting	Ombudsman	Scotland	Property Consumers	DCLG CTSI NTSEAT	Yes	https://www.tpos.co.uk/about-us/tpo-scotland
RICS	Royal Institution of Chartered Surveyors	Surveyancy	Mediation	UK-wide	Surveyancy consumers	not stated	Yes	http://www.rics.org/Global/RICS%20Consumer%20Mediation%20Scheme%20Guidance%20Document%20March%202016.pdf

	Consumer Mediation Scheme							
Skills Funding Agency	Skills Funding Agency	Apprenticeships Further Education Training	Adjudication	UK-wide	Students	CTSI	Yes	https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/485916/Procedure_for_dealing_with_complaints_about_providers_October_2015.pdf
Small Claims Mediation (UK) Ltd	Small Claims Mediation (UK) Ltd	General Consumer	Mediation	UK-wide	General Consumers	CTSI	No	http://www.small-claims-mediation.co.uk/consumer-adr-provider/
Tattersalls Committee	Tattersalls Committee	Betting	Adjudication	UK-wide	Gamblers	The Gambling Commission	Yes	http://www.tattersallscommittee.co.uk/
TrustMark	TrustMark	Construction and Maintenance	Conciliation Mediation Arbitration	UK-wide	Construction and Maintenance Consumers	CTSI	No - Proportional cost borne by consumer	https://www.trustmark.org.uk/consumers/if-things-go-wrong/adr
Waterways Ombudsman Scheme	Waterways Ombudsman Scheme	Canal and River upkeep and transport	Ombudsman	England, Wales and Northern Ireland	Waterways Users	CTSI	Yes	http://www.waterways-ombudsman.org/about-us/

MAP 2: list of all UK ADR providers that have not been reported as accredited to the relevant body

Delivery organization	Name	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
Ad-hoc	ABTA Mediation Scheme	Package Holidays Travel Agency	Mediation	UK-wide	holidaymakers	CTSI	No - Proportional cost borne by consumer	https://abta.com/holiday-help-and-complaints/abtas-adr-scheme

Advertising Standards Authority	Advertising Standards Authority	Telecommunications	Adjudication	UK-wide	Telecommunications Consumers	not stated	Yes	https://www.asa.org.uk/Consumers/How-to-complain.aspx
Antiquarian Booksellers Association Standards Committee	Antiquarian Booksellers Association Standards Committee	Consumer Goods	Arbitration	UK-wide	General Consumers	not stated	not stated	http://www.aba.org.uk/About-the-ABA/ABA-Rules-Guidelines/ABA-Articles-of-Association-and-Rules
Association of British Introduction Agencies	Association of British Introduction Agencies	Dating	Conciliation	UK-wide	Dating-service Consumers	not stated	not stated	http://www.abia.org.uk/assets/files/advice/download-file/0/23_advice.pdf
Delivery organization	Name	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
Local Authority Trading Standards Services	Local Authority Trading Standards Services	Various	Mediation. Adjudication is provided by an external CTSI accredited body	UK-wide	Varies	not stated	Yes	see various websites, for example: http://www.nationaltradingstandards.uk
Association of Master Upholsterers and Soft Furnishers	Association of Master Upholsterers and Soft Furnishers	Consumer Goods	Mediation	UK-wide	General Consumers	not stated	not stated	http://www.upholsterers.co.uk/the-amuf-and-the-consumer/
Association of Plumbing and Heating Contractors	Association of Plumbing and Heating Contractors Independent Dispute Resolution	Construction and Maintenance Services	Conciliation Adjudication	UK-wide	Construction and Maintenance Consumers	not stated	not stated	http://www.aphc.co.uk/aphc-consumer-complaints-process.asp

	Scheme							
Bar Standards Board Professional Conduct Committee Disciplinary Tribunal	Bar Standards Board	Legal services	Adjudication	UK-wide	Legal Services Consumers	not stated	not stated	https://www.barstandardsboard.org.uk/complaints-and-professional-conduct/making-a-complaint/what-will-happen-as-a-result-of-your-complaint/
British Antique Dealers Association	British Antique Dealers Association	Antiques	Arbitration	uk-wide	Antique Consumers	not stated	not stated	http://www.bada.org/metadot/index.pl?id=2189
British Healthcare Trades Association	British Healthcare Trades Association	Healthcare	Adjudication	UK-wide	Healthcare Consumers	not stated	not stated	http://www.bhta.net/home/complain.html
Delivery organization	Name	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
Bus Users UK and the Confederation of Passenger Transport UK	Bus Appeals Body	Transport	Adjudication	England and Wales	Passengers	not stated	yes	http://www.busappealsbody.co.uk/complaints/
Bus Users Scotland	Bus Appeals Body Scotland	Transport	Adjudication	Scotland	Passengers	not stated	yes	http://www.busappealsbody.co.uk/complaints/
Bus Users UK	Bus Users UK	Transport	Conciliation	EU-wide (except London and Northern Ireland)	Passengers	not stated	Yes	http://www.bususers.org/complaints/complaints-process/
Carpet Foundation	Carpet Foundation	Consumer Goods	Conciliation	UK-Wide	General Consumers	not stated	Yes	http://www.carpetfoundation.com/code-of-practice/

CEDR	Chartered Institute of Architectural Technologists	Architecture	Mediation Arbitration	UK-Wide	Architecture Consumers	not stated	not stated	http://www.ciat.org.uk/en/members/Complaints_procedure/
CEDR	Chartered Institute of Management Accountants (CIMA) Conciliation Scheme	Financial Services	Conciliation Arbitration	UK-wide	Financial Services Consumers Business Clients	not stated	yes	https://www.cedr.com/consumer/accountancy/cima-scheme/introduction
Chartered Institute of Legal Executives	Chartered Institute of Legal Executives	Legal services	Adjudication	uk-wide	Legal Services Consumers	not stated	yes	http://www.cilexregulation.org.uk/consumers/complaints/complain-to-us
Delivery organization	Name	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
Chartered Institute of Plumbing and Heating Engineering	Chartered Institute of Plumbing and Heating Engineering Investigation Committee	Construction and Maintenance Services	Conciliation Adjudication	UK-wide	Construction and Maintenance Consumers	not stated	not stated	http://www.ciphe.org.uk/consumer/complaints-procedure/
Chartered Institute of Public Finance and Accountancy	Chartered Institute of Public Finance and Accountancy	Financial Services	Adjudication	uk-wide	Financial Services Consumers	not stated	not stated	http://www.cipfa.org/members/conduct-and-ethics
CI Arb	Association of Chartered Certified Accountants Mediation Scheme	Financial Services	Mediation	UK-wide	Financial Services Consumers Business Clients	CTSI	No - Proportional cost borne by consumer	http://www.accaglobal.com/content/dam/ACCA_Global/disc/complain/mediation-scheme.pdf

Codes of Association of British Healthcare Industries	Codes of Association of British Healthcare Industries Complaints Adjudication Panel	Healthcare	Adjudication	uk-wide	Healthcare Consumers	not stated	not stated	http://www.abhicodeofpractice.org.uk/multimedia/New%20Folder/ABHI%20CoBP%20-%20March%202016.pdf
Civil Aviation Authority	Passengers Advice and Complaints Team	Transport	Conciliation	UK-wide	Passengers	not stated	Yes	https://www.caa.co.uk/Passengers/Resolving-travel-problems/How-the-CAA-can-help/How-the-CAA-can-help/
Confederation of Roofing Contractors	Confederation of Roofing Contractors	Construction and Maintenance Services	Conciliation Arbitration	UK-wide	Construction and Maintenance Consumers	not stated	no - potentially full cost borne by consumer	http://corc.co.uk/
Delivery organization	Name	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
Consumer Council for Northern Ireland	Consumer Council for Northern Ireland	Transport Energy Water Supply and Sewerage Postal Services	Conciliation	Northern Ireland	Energy Consumers Passengers Water Supply and Sewerage Consumers Postal Consumers	not stated	Yes	http://www.consumercouncil.org.uk/complaints/what-happens/
Consumer Council for Water	Consumer Council for Water	Water and Sewerage	Mediation	UK-wide	Water and sewerage consumers	not stated	not stated	http://www.ccwater.org.uk/adviceandcomplaints/
Consumer Credit Association UK	Consumer Credit Association UK	Financial Services	Adjudication	UK-wide	Financial Services Consumers	not stated	not stated	http://www.ccauk.org/docs/CCA-Complaints-Leaflet_2015.pdf

Consumer Credit Trade Association	Consumer Credit Trade Association	Financial Services	Conciliation	UK-wide	Financial Services Consumers	not stated	not stated	https://www.ccta.co.uk/consumer/complaints-form/
CEDR	Treatments You Can Trust	Healthcare	Conciliation Mediation	UK-wide	Cosmetics Consumers	not stated	Yes	https://www.cedr.com/consumer/cosmetic-injectable-treatments/tyct-scheme/introduction/
CEDR	Funeral Arbitration Scheme	Funeral Services	Conciliation Arbitration	UK-wide	Funeral Services Consumers	not stated (National Association of Funeral Directors)	No - nominal cost borne by consumer	https://www.cedr.com/consumer/funerals-and-estate-planning/fas-conciliation/introduction/
CEDR	Funeral Planning Authority Dispute Resolution Scheme	Funeral Services	Conciliation Arbitration	UK-wide	Funeral Services Consumers	not stated (Funeral Planning Authority)	no - initially free but costs may be awarded against consumer	https://www.cedr.com/consumer/funerals-and-estate-planning/fpa/introduction/
Delivery organization	Name	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
CEDR	Independent Arbitration Service for domestic consumers	Energy	Arbitration	UK-wide	Energy Consumers	none stated	No	https://www.cedr.com/idrs/documents/160601084117-independent-arbitration-for-domestic-consumers-rules-march-2015.pdf
CEDR	Independent Arbitration: Good Garage Scheme	Vehicle Servicing and Repair	Arbitration	UK-wide	Motorists	None stated	No - Proportional cost borne by consumer	https://www.cedr.com/idrs/documents/160812141532-independent-arbitration-(good-garages).pdf
CEDR	Resort Development Organisation	Timeshares	Conciliation Arbitration	uk-wide	Holidaymakers	not stated	not stated	http://rdo.org/consumers/complaints-procedure/

CEDR	Independent Healthcare Sector Complaints Adjudication Service	Healthcare	Adjudication	UK-wide	Private Healthcare Patients	None stated (CQC, HIW, HIS, none yet for NI)	Yes	http://www.iscas.org.uk/
CEDR	Independent Mediation Service for Patients: Private Healthcare Providers	Healthcare	Mediation	UK-wide	Private Healthcare Patients	None stated	not stated	https://www.cedr.com/idrs/documents/160329144759-cedr-mediation-rules-(private-healthcare).pdf
CEDR	Water Redress Scheme	Water and Sewerage	Adjudication	UK-wide	Water and sewerage consumers	not stated (Ofwat)	Yes	https://www.watrs.org/documents/161104163315-watrs-rules-7-nov-2016-edition.pdf
CEDR	Estate Planning Arbitration Service	Legal Services	Arbitration	UK-wide	Legal Services Consumers	not stated (Institute of Professional Willwriters)	No - nominal cost borne by consumer	https://www.cedr.com/consumer/funerals-and-estate-planning/institute-of-professional-will-writers/introduction/
Delivery organization	Name	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
Credit Services Association	Credit Services Association	Financial Services	Adjudication	UK-wide	Financial Services Consumers	not stated	not stated	http://www.csa-uk.com/assets/documents/compliance-and-guidance/code_of_practice.pdf
CI Arb	Domestic Appliances Services Association	Consumer Goods	Mediation Arbitration	UK-wide	General Consumers	not stated	No - Proportional cost borne by consumer	http://www.dasa.org.uk/about/code
CI Arb	Glass and Glazing Federation Conciliation Scheme	Construction and Maintenance	Conciliation	UK-wide	Construction and Maintenance Consumers	not stated	Yes	http://ggf.org.uk/business-support-conciliation-scheme

CIArb	Association of Chartered Certified Accountants Arbitration Scheme	Financial Services	Arbitration	UK-wide	Financial Services Consumers Business Clients	CTSI	No - Proportional cost borne by consumer	http://www.accaglobal.com/content/dam/ACCA_Global/disc/complain/arbitration-scheme.pdf
Debt Managers Standards Association Code Administrator	Debt Managers Standards Association	Financial Services	Adjudication	UK-wide	Financial Services Consumers	not stated	not stated	http://www.demsa.co.uk/complaints/
Dental Complaints Service	Dental Complaints Service	Healthcare	Conciliation Adjudication	UK-wide	Healthcare Consumers	not stated	Yes	http://www.gdc-uk.org/sites/dcs/Patients/Pages/Process.aspx
Deposit Protection Service Independent Adjudicator	Deposit Protection Service	Letting	Adjudication	UK-wide	Property Consumers	DCLG	Yes	https://www.depositprotection.com/help/browse/insured/tenant/alternative-dispute-resolution
Delivery organization	Name	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
Dispute Resolution Ombudsman	Which? Trusted Trader Scheme	Construction and Maintenance Vehicle Servicing and Repair	Ombudsman	UK-wide	Motorists Construction and maintenance consumers	CTSI	yes	http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/
Dispute Service Ltd	Tenancy Deposit Scheme	Letting	Adjudication	England and Wales	Property Consumers	DCLG	Yes	https://www.tenancydepositscheme.com/about-tds.html
Dispute Service Ltd	Tenancy Deposit Scheme Northern Ireland	Letting	Adjudication	Northern Ireland	Property Consumers	DCLG	Yes	https://www.tdsnorthernireland.com/home/

Dispute Service Ltd	SafeDeposits Scotland	Letting	Adjudication	Scotland	Property Consumers	DCLG	Yes	http://www.safedepositscotland.com/
DSA Code Administrator	Direct Selling Association Ltd	General Consumer	Adjudication	UK-wide	General Consumers	not stated	Yes	http://www.dsa.org.uk/codes-of-ethics/
European Car Rental Conciliation Service	European Car Rental Conciliation Service	Vehicle Rental	Adjudication	EU-wide (cross border only)	Motorists	Not clear	Yes	http://www.ecrcs.eu/Default.aspx
FLA	Finance and Leasing Association	Financial Services	Conciliation	UK-wide	Financial Services Consumers	not stated	Yes	http://www.fla.org.uk/index.php/consumer-information/how-to-make-a-complaint2/#
Fundraising Regulator	Fundraising Regulator	Charity	Adjudication	UK-wide	Donors	not stated	Yes	https://www.fundraisingregulator.org.uk/wp-content/uploads/2016/06/Complaints-Investigations-and-Remedies-Policy-December-2016.pdf
Delivery organization	Name	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
HF Resolution Ltd	mydeposits	Estate Agency	Adjudication	Uk-wide	Property Consumers	not stated	Yes	https://www.mydeposits.co.uk/
Housing Ombudsman Service	Housing Ombudsman Service	Letting	Ombudsman	England	Property Consumers	DCLG	Yes	http://www.housing-ombudsman.org.uk/about-hos/overview/#.WFPccVWLRhE
IAS	Independent Appeals Service (Parking) (Standard)	Parking	Adjudication	England and Wales	Motorists	No	Yes	https://www.theias.org/the-ias-private-parking-charge-appeals-rules-and-procedure
Independent Press Standards Organisation IPSO Arbitrator	Independent Press Standards Organisation	Telecommunications Print Media	Adjudication Arbitration (piloting)	UK-wide	Telecommunications Consumers Print Media Consumers	not stated	not stated	https://www.ipso.co.uk/

Panel								
Institute of Chartered Accountants	Institute of Chartered Accountants	Financial Services	Conciliation Adjudication	England and Wales	Financial services consumers	not stated	not stated	http://www.icaew.com/en/about-icaew/act-in-the-public-interest/complaints-process/make-a-complaint
Institute of Chartered Accountants of Scotland	Institute of Chartered Accountants of Scotland	Financial Services	Adjudication	Scotland	Financial services consumers	not stated	not stated	https://www.icas.com/_data/assets/pdf_file/0009/268335/General-Complaints-Complainer-Helpsheet-Apr-16.pdf
Internet Service Providers Association	Internet Service Providers Association	Telecommunications	Conciliation	UK-wide	Telecommunications Consumers	not stated	Yes	http://www.ispa.org.uk/consumers/complaints/
Law Society of Northern Ireland Solicitors Disciplinary Tribunal	Law Society of Northern Ireland	Legal services	Adjudication	Northern Ireland	Legal Services Consumers	not stated	Yes	https://www.lawsoc-ni.org/making-a-complaint
Delivery organization	Name	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
Law Society of Scotland Solicitors Disciplinary Tribunal	Law Society of Scotland	Legal services	Adjudication	Scotland	Legal Services Consumers	not stated	not stated	http://www.lawsocot.org.uk/for-the-public/what-the-society-can-do-for-you/making-a-complaint-against-a-solicitor/
LeO	Legal Ombudsman	Legal services	Ombudsman	England and Wales	Legal Services Consumers	not stated	Yes	http://www.legalombudsman.org.uk/
London Travelwatch	London Travelwatch	Transport	Adjudication	London	Passengers	not stated	Yes	http://www.londontravelwatch.org.uk/complaints/appealing_london_travelwatch
Motor Insurers Bureau	Motor Insurers Bureau	Vehicle Insurance	not stated	UK-wide	Motorists	not stated	not stated	https://www.mib.org.uk/media/170183/mib-customer-charter.pdf

National Caravan Council	National Caravan Council	Caravans and Mobile Homes	Conciliation	uk-wide	Holidaymakers Motorists	not stated	Yes	http://www.thencc.org.uk/Con_Advice/Nccidrs.aspx
National Federation of Roofing Contractors	National Federation of Roofing Contractors	Construction and Maintenance Services	Conciliation Arbitration	UK-wide	Construction and Maintenance Consumers	not stated	yes	http://www.nfrc.co.uk/roofing-complaints
Not specific - choice of available accredited mediators	National Mediation Helpline	General Consumer	Mediation	UK-wide	General Consumers	not stated	No - proportional cost borne by consumer	http://civilmediation.justice.gov.uk/
NHBC	NHBC Resolution Service	Construction and Maintenance Services	Conciliation	UK-wide	Construction and Maintenance Consumers	not stated	not stated	http://www.nhbc.co.uk/Warrantiesandcover/Homeowners/Problemswithyourhome/
Delivery organization	Name	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
Ombudsman Service Ltd	Asset-Based Finance Association	Financial Services	Adjudication	UK and Ireland	Financial Services Consumers	not stated	Yes	http://www.abfa.org.uk/standards/Complaints_process.asp
Ombudsman Service Ltd	Double Glazing and Conservatory Ombudsman Scheme	Construction and Maintenance Services	Adjudication	UK-wide	Construction and Maintenance Consumers	not stated	Yes	https://www.dgcos.org.uk/about/ombudsman
Ombudsman Service Ltd	Parking on Private Land Appeals	Private Parking	Adjudication	England and Wales	Motorists	No	Yes	https://popla.co.uk/
Ombudsman Service Ltd	Ombudsman Services: Copyright	Copyright Licensing	Adjudication	UK-wide	Copyright Holders	not stated	Yes	https://www.ombudsman-services.org/downloads/OScopyright_factsheet.pdf

Ombudsman Service Ltd	Reallymoving.com	Removals	Adjudication	UK-wide	Removals Consumers	not stated	Yes	https://www.reallymoving.com/ombudsman
Ombudsman Service Ltd	Referenceline	General Consumer	Adjudication	UK-wide	General Consumer	not stated	Yes	http://www.referenceline.com/what-if-things-go-wrong.asp
Ombudsman Service Ltd	Home Insulation and Energy Systems	Construction and Maintenance	Adjudication	UK-wide	Construction and Maintenance Consumers	not stated	Yes	https://www.ombudsman-services.org/home-improvement.html
Optical Consumer Complaints Service	Optical Consumer Complaints Service	Healthcare	Conciliation Adjudication	UK-wide	Healthcare Consumers	not stated	Yes	http://www.opticalcomplaints.co.uk/what-we-offer/the-process
Delivery organization	Name	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
Painting and Decorating Association	Painting and Decorating Association Clients' Advisory Service	Construction and Maintenance Services	Conciliation Arbitration	UK-Wide	Construction and Maintenance Consumers	not stated	not stated	http://www.paintingdecoratingassociation.co.uk/customers/code-of-practice/
Pensions Ombudsman	Pensions Ombudsman	Financial Services	Ombudsman	UK-wide	Financial Services Consumers	Secretary of State for Work and Pensions	Yes	https://www.pensions-ombudsman.org.uk/
Plumbing Industry Licensing Scheme	Plumbing Industry Licensing Scheme	Construction and Maintenance Services	Conciliation Mediation Adjudication	Scotland and Northern Ireland	Construction and Maintenance Consumers	not stated	not stated	http://www.needaplumber.org/documents/ComplaintsResolutionProcedure.pdf
Prescription Medicines Code of Practice Authority	Prescription Medicines Code of Practice Authority	Healthcare	Adjudication	UK-wide	Healthcare Consumers	not stated	Yes	http://www.pmcpa.org.uk/thecode/Pages/Complaints-process.aspx

Radio, Electrical and Television Retailers' Association	Radio, Electrical and Television Retailers' Association	Consumer Goods	Conciliation	UK-wide	General Consumers	not stated	not stated	http://gurbir.wcukdev.co.uk/retra/retra1/wp-content/uploads/2014/07/Code-of-Practice.pdf
Removals Industry Ombudsman Scheme	Removals Industry Ombudsman Scheme Ltd	Removals	Ombudsman	UK-wide	Removals Consumers	not stated	not stated	http://removalsombudsman.co.uk/
Safebuy	Safebuy	e-commerce	Mediation	uk-wide	general consumers	not stated	not stated	http://care.safebuy.org.uk/contact-us/
Scottish Decorators Federation	Scottish Decorators Federation	Construction and Maintenance Services	Conciliation Mediation	Scotland	Construction and Maintenance Consumers	not stated	not stated	http://www.scottishdecorators.co.uk/members-page-2/mediation-conciliation/
Delivery organization	Name	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
Scottish Legal Complaints Commission	Scottish Legal Complaints Commission	Legal services	Adjudication	Scotland	Legal Services Consumers	not stated	Yes	https://www.scottishlegalcomplaints.org.uk/
Scottish Motor Trade Association	Scottish Motor Trade Association	New car sales Used cars Vehicle Servicing and Repair Vehicle Warranty Products	Conciliation Arbitration	Scotland	Motorists	not stated	No	http://www.smta.co.uk/
Society of Master Shoe Repairers	Society of Master Shoe Repairers Independent Arbitration	Consumer Services	Arbitration	UK-wide	General Consumers	not stated	no - proportional cost borne by consumer	http://www.somsr.com/about-somsr

	Service							
Solicitors Regulation Authority	Solicitor's Compensation Fund	Legal services	Adjudication	UK-wide	Legal Services Consumers	not stated	Yes	http://www.sra.org.uk/consumers/problems/solicitor-owes-money.page#claim-handling
Transport Focus	Transport Focus	Transport Roads	Adjudication	Rail passengers: GB Road users: 'strategic roads only', in England outside London Bus, coach and Trams: England, outside London	Passengers Road Users	not stated	Yes	http://www.transportfocus.org.uk/
Travel Trust Association Independent Arbitrator	Travel Trust Association	Travel Agency	Conciliation Arbitration	UK-wide	Holidaymakers	not stated	not stated	http://www.traveltrust.co.uk/ConsumerWebZone/Complaintsprocedure.aspx
Vehicle Builders and Repairers Association Ltd CI Arb	Vehicle Builders and Repairers Association Ltd	Vehicle Servicing and Repair	Conciliation Arbitration	UK-wide	Motorists	not stated	not stated	http://www.vbra.co.uk/find_member.aspx