



This leaflet has been produced for guidance only if you wish further advice contact **Trading Standards** at:

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**Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015** implements the Directive of the European Parliament and Council on alternative dispute resolution for consumer disputes.

The Directive ensures that consumers have access to an alternative route to obtaining a settlement to a dispute with a trader, other than going to court. Court action can be expensive and time consuming, it is hoped that Alternative Dispute Resolution (ADR) schemes can reduce the time and cost and relieve the pressure on the court system.

As from the 1<sup>st</sup> of October 2015, if a trader cannot settle a complaint with a consumer using their internal complaints procedure, the trader must

- inform the consumer of this,
- supply them with the name and web address of an ADR body relevant to their trade, and
- inform the consumer if they intend to use the ADR scheme.

Disputes raised before but not settled by the 1st of October are caught by this change in the law.

Online traders must

- provide a link on their website to an Online Dispute Resolution (ODR) platform,
- include the information in their terms and conditions, and
- inform consumers of the existence of the ODR platform and the possibility of using the ODR platform for resolving disputes
- provide their email address

This is additional to the information above which is required to be provided by all traders.

The Chartered Trading Standards Institute (CTSI) acts as a competent authority, ensuring that ADR schemes meet the requirements of the regulations. A list of the [Approved ADR Bodies](#) can be found on the CTSI website.

**In offering this advice Perth and Kinross Council wishes to make it clear that:**

- (i) Only the courts can interpret legislation with any authority; and
- (ii) The advice given is the best available based on evidence to hand at the time and is subject to revision if the law is amended or other circumstances change.