

Alternative Dispute Resolution

What is ADR?

Alternative Dispute Resolution means resolving a customer dispute with the help of a neutral, government-approved intermediary. ADR covers almost all traders who sell goods and services to consumers – limited companies and sole traders, working from offices or home.

Why choose ADR?



Avoid costly court proceedings



Avoid legal penalties



Save time and resources



Achieve a more flexible outcome



Safeguard your reputation



Maintain customer relationships

DO I HAVE TO USE ADR?

ADR is compulsory for some industries

Your Trade Association may require you to use ADR

Even if you don't have to use ADR you must inform customers in a dispute that an ADR body could help

You must also let them know if you're willing to use that body

How does it work?

There are three main approaches:



MEDIATION

An independent third party helps the disputing parties come to a mutually acceptable outcome.



CONCILIATION

The parties use a conciliator who meets with the parties both separately and together, in an attempt to resolve their differences.



ARBITRATION

The outcome is decided upon by a third party. Parties agreeing to arbitration usually agree to the decision being binding and therefore enforceable through the courts.



HOW CAN I FIND AN ADR BODY?

Search 'Online Dispute Resolution Platform' online.