

Alternative Dispute Resolution

In the unlikely event of a dispute, should ADM Systems be unable to resolve the this we are obliged by the Alternative Dispute Resolution (ADR) Regulations 2015, to inform you that before taking the matter to litigation (i.e., the small claims court) you may choose to use the services of a mediator as a means by which to resolve the dispute. It is important to note that ADR is encouraged by the courts.

What is ADR?

ADR is anything that does not resort to the courts, i.e. litigation. ADR usually implies some form of semi-formal structure is applied to the resolution of a dispute. ADR encompasses:

- Mediation
- Conciliation
- Negotiation
- Adjudication
- Reconciliation

What happens?

If we cannot settle a dispute using our own customer complaint's service **we will write or e-mail** to you stating:

1. that we cannot settle the complaint.
2. the name and website address of an ADR **entity** who is an alternative to pursuing an action at law, in the courts. (See list at the end of this document.)
3. whether the we are is prepared to submit to ADR.
4. the ADR provider (as listed) may refuse to commence ADR if you have not first given us the opportunity to settle the matter, or if the dispute:
 - is frivolous or vexatious, or
 - falls below a monetary threshold set by the ADR provider, or
 - isn't pursued within a reasonable period of time.

Mediation

We may choose to suggest Trustmark or the Government's own ADR portal, and will advise you should we:

- i do/do not believe the dispute can be settled in this manner
- ii , or you, are not compelled to use mediation (ADR)
- iii do not have to comply with the mediator's ruling.

Our trade association The Building Engineering Services Association (The BESA) provides a customer complaints service, which will attempt to resolve the matters in dispute:

BESA (Membership) Complaints Team

Lincoln House

137-143 Hammersmith Road

London

W14 0QL

Please quote the following details when registering your complaint:

1. our name and address
2. your contact details
3. date of the order / contract / agreement.
4. nature of the Works
5. order / contract / agreement value
6. when works completed or stopped
7. nature of the dispute
8. nature of the redress you desire
9. efforts made by either party to resolve the dispute
10. period of time you are prepared to allow the conciliation service to work for you, until you will refer the dispute to an outside party / external authority.

ADR entities under the ADR regulations

A number of bodies are approved as providers of 'formal' alternative dispute resolution services. The Chartered Trading Standards Authority's website lists the providers and can facilitate a direct link to each of their websites. The bodies listed currently are (in no particular order):

- ABTA
- Association of Chartered Certified Accountants (ACCA)
- British Vehicle Rental and Leasing Association (BVRLA)
- Centre for Effective Dispute Resolution (CEDR) incorporating IDRS
- Dispute Resolution Ombudsman (DRO)
- Federation of Master Builders (FMB)
- Furniture Ombudsman
- HOME Improvement Ombudsman (HIO)
- Motor Codes
- National Conciliation Services NetNeutrals EU
- Office of the Independent Adjudicator for Higher Education
- Ombudsman Services
- Pro-Mediate
- Property Redress Scheme
- Renewable Energy Consumer Code
- Skills Funding Agency
- Small Claims Mediation
- The Independent Parking Committee Limited (The Independent Appeals Service)
- The Property Ombudsman
- The Retail Ombudsman
- The Waterways Ombudsman
- Trustmark.

