

# QASSS Limited - Annual Report

## Alternative Dispute Resolution (ADR)

### Chartered Trading Standards Institute

1 January 2021 – 31 December 2021

In December 2020, QASSS Limited was approved to provide services under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 (“the Regulations”).

As part of its approval with Chartered Trading Standards Institute, QASSS is required under Schedule 5 of the Regulations to produce an Annual Report detailing its activity during the reporting period and this is set out below:

**A. The number of domestic disputes and cross-border disputes the ADR entity received.**

QASSS received a total of 125 domestic disputes and no cross-border disputes.

**B. The types of complaint to which the domestic disputes and cross-border disputes relate.**

The table below sets out the type of domestic disputes referred to QASSS.

All cases were within the scope of QASSS services and there were no cross-border disputes.

Dispute Type	Number of Cases
Cancellations	2
Contractual	15
Generation Issue	2
Incomplete Work	21
Other	2
Paperwork issue	1
Pre-contract planning	1
Product Fault	2
Workmanship Issue	79
<b>Total</b>	<b>125</b>

**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.**

Workmanship is a common issue and is usually the root cause of complaints. Workmanship problems tend to span all home improvement markets. During 2021 we have not identified any systematic or significant problems that occur.

- 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, to raise standards and to facilitate the exchange of information and best practices.**

The complaint processes for traders should always be effective in resolving consumer disputes quickly and fairly. As part of this approach, traders should always aim respond to complaints promptly and with full response at the earliest opportunity. In appropriate situations, the offer of remedial action should be made to achieve an appropriate outcome.

- E. The number of disputes which the ADR entity has refused to deal with.**

QASSS did not refuse to deal with any disputes in the reporting period.

- F. The percentage of alternative dispute resolution procedures which were discontinued for operational reasons.**

QASSS did not discontinue any cases for operational reasons.

- G. The average time taken to resolve domestic disputes and cross-border disputes.**

Domestic disputes – 26 calendar days on average to resolve (4.4 calendar days when removing tasks outside the control of QASSS – waiting for trader and consumer responses etc).

Cross-border disputes are not applicable, as none were received during the reporting period.

- H. The rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures.**

This data is not currently captured; however we are developing our systems to provide further information.

- I. The co-operation, if any, of the ADR entity within any network of ADR entities which facilitates the resolution of cross-border disputes.**

QASSS has not dealt with any cross-border disputes in the reporting period.