

# 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 of ADR providers

The maps below are organized according to the following criteria:

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**Map 1:** list of certified ADR providers in the United Kingdom and to the European Commission<sup>1</sup>

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

Categories in the maps' columns:

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- ❖ **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.<sup>2</sup>
- ❖ **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.

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<sup>1</sup> Accessed on 9 March 2017 (42 in the United Kingdom):

<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.adr.show>

<sup>2</sup> 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

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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 <sup>3</sup>	Yes	<a href="https://abta.com/holiday-help-and-complaints/abta-complaints-process">https://abta.com/holiday-help-and-complaints/abta-complaints-process</a>
ACCA	Association of Chartered Certified Accountants	Financial Services	Conciliation Adjudication	UK-wide	Financial Services Consumers Business Clients	CTSI	yes	<a href="http://www.accaglobal.com/uk/en/footer_toolbar/contact-us/make-a-complaint-about-an-acca-member.html">http://www.accaglobal.com/uk/en/footer_toolbar/contact-us/make-a-complaint-about-an-acca-member.html</a>
ADR Group	ADR Group	Gambling Unregulated Consumer Activities Non-Consumer related ADR	Arbitration Mediation	UK-wide	Gamblers General	The Gambling Commission CTSI	Yes	<a href="http://www.consumer-dispute.co.uk/">http://www.consumer-dispute.co.uk/</a>
ADR Group	ADR Group	Gambling Unregulated Consumer Activities Non-Consumer related ADR	Arbitration Mediation	UK-wide	Gamblers General	The Gambling Commission CTSI	Yes	<a href="http://www.consumer-dispute.co.uk/">http://www.consumer-dispute.co.uk/</a>
British Vehicle Rental and Leasing Association	British Vehicle Rental and Leasing Association	Vehicle Hire and Lease	Conciliation	UK-wide	Motorists	CTSI	not stated	<a href="http://www.bvrla.co.uk/advice/consumer-advice">http://www.bvrla.co.uk/advice/consumer-advice</a>

<b>CEDR</b>	<b>Cavity Insulation Guarantee Agency Independent Arbitration Service for Customers</b>	Construction and Maintenance	Arbitration	UK-wide	Construction and Maintenance Consumers	CTSI	no - potentially full cost borne by consumer	<a href="https://www.cedr.com/idrs/documents/160505121545-independent-arbitration-for-domestic-consumers-(ciga).pdf">https://www.cedr.com/idrs/documents/160505121545-independent-arbitration-for-domestic-consumers-(ciga).pdf</a>
<b>Delivery organization</b>	<b>Name</b>	<b>Type of complaints / sector</b>	<b>Activity</b>	<b>Geographic coverage</b>	<b>Target consumer group</b>	<b>Competent Authority</b>	<b>Free to the Consumer?</b>	<b>Other</b>
<b>CEDR</b>	<b>CEDR Aviation</b>	Transport	Adjudication	UK-wide	Passengers	The Civil Aviation Authority	no - potentially proportionate cost borne by consumer	<a href="https://www.cedr.com/aviation/">https://www.cedr.com/aviation/</a>
<b>CEDR</b>	<b>CEDR Independent Adjudication Scheme Gambling and Gaming</b>	Gambling Lotteries	Adjudication	UK-wide	Gamblers Lottery players	The Gambling Commission	Yes	<a href="https://www.cedr.com/consumer/gaming-and-gambling/gaming-entertainment-centres/process">https://www.cedr.com/consumer/gaming-and-gambling/gaming-entertainment-centres/process</a>
<b>CEDR</b>	<b>Communications and Internet Services Adjudication Scheme</b>	Telecommunications Consumers	Adjudication	UK-wide	Communications Consumers	Ofcom	Yes	<a href="https://www.cedr.com/cisas/">https://www.cedr.com/cisas/</a>
<b>CEDR</b>	<b>Consumer Code for Home Builders Adjudication Scheme</b>	Construction and Maintenance	Adjudication	UK-wide	Homebuyers	CTSI	No - Proportional cost borne by consumer	<a href="https://www.cedr.com/idrs/documents/160321163026-cchbas-rules-2010-edition.pdf">https://www.cedr.com/idrs/documents/160321163026-cchbas-rules-2010-edition.pdf</a>

<b>CEDR</b>	<b>Glazing Arbitration Scheme</b>	Construction and Maintenance	Arbitration	UK-wide	Construction and Maintenance Consumers	CTSI	No - Proportional cost borne by consumer	<a href="http://www.tgas.org.uk/">http://www.tgas.org.uk/</a>
<b>CEDR</b>	<b>Independent Arbitration Service for Customers: British Airways</b>	Package Holidays	Arbitration	UK-wide	holidaymakers	CTSI	No - Proportional cost borne by consumer	<a href="https://www.cedr.com/idrs/documents/160104094814-independent-arbitration-for-domestic-consumers-(ba-holidays).pdf?v=1451900902">https://www.cedr.com/idrs/documents/160104094814-independent-arbitration-for-domestic-consumers-(ba-holidays).pdf?v=1451900902</a>
<b>CEDR</b>	<b>Postal Redress Service</b>	Postal Services	Adjudication	UK-wide	Postal Services Customers	Ofcom	Yes	<a href="https://www.cedr.com/postrs/">https://www.cedr.com/postrs/</a>
<b>Delivery organization</b>	Name	Type of complaints / sector	Activity	Geographic coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
<b>CEDR</b>	<b>Independent Arbitration Service for Customers: Holiday Parks</b>	Hotels and Tourism	Arbitration	UK-wide	holidaymakers	CTSI	Yes	<a href="https://www.cedr.com/idrs/documents/160330074154-independent-arbitration-for-domestic-consumers-(holiday-parks)-2016.pdf">https://www.cedr.com/idrs/documents/160330074154-independent-arbitration-for-domestic-consumers-(holiday-parks)-2016.pdf</a>
<b>CEDR</b>	<b>Resort Development Agency Arbitration Scheme</b>	Hotels and Tourism	Arbitration	EU-wide	holidaymakers	CTSI	not stated	<a href="http://rdo.org/rdo-consumer-services/">http://rdo.org/rdo-consumer-services/</a>
<b>CEDR</b>	<b>Independent</b>	Package Holidays	Arbitration	UK-wide	holidaymakers	CTSI	No - Proportional	<a href="https://www.cedr.com/consumer/holiday-s-and-travel/bonded-coach-">https://www.cedr.com/consumer/holiday-s-and-travel/bonded-coach-</a>

	<b>Arbitration Service of Customers: Bonded Coach Holidays</b>						cost borne by consumer	<a href="#">holidays/introduction/</a>
<b>CEDR</b>	<b>Independent Consumer Adjudication Scheme: Building Life Plans Code for the Sale of New Homes</b>	Conveyancy	Adjudication	UK-wide	Homebuyers	CTSI	No - Proportional cost borne by consumer	<a href="https://www.cedr.com/idrs/documents/160818165911-adjudication-rules-(blp).pdf">https://www.cedr.com/idrs/documents/160818165911-adjudication-rules-(blp).pdf</a>
<b>CEDR</b>	<b>Independent Consumer Adjudication Scheme: Build-Zone</b>	Construction and Maintenance	Adjudication	UK-wide	Homebuyers	CTSI	No - Proportional cost borne by consumer	<a href="https://www.cedr.com/idrs/documents/160818143308-build-zone-adjudication-rules.pdf">https://www.cedr.com/idrs/documents/160818143308-build-zone-adjudication-rules.pdf</a>
<b>CEDR</b>	<b>ABTA Arbitration Scheme</b>	Package Holidays Travel Agency	Arbitration	UK-wide	holidaymakers	CTSI	No - Proportional cost borne by consumer	<a href="https://www.cedr.com/consumer/holidays-and-travel/abta/process">https://www.cedr.com/consumer/holidays-and-travel/abta/process</a>
<b>Delivery organization</b>	Name	Type of complaints / sector	Activity	Geographic coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
<b>DeMars &amp; Associates Ltd</b>	<b>NetNeutrals EU Ltd</b>	General Consumer	Mediation Adjudication	EU-wide (Domestic and Cross-Border)	Motorists General Consumers	CTSI	Yes	<a href="http://www.netneutrals.uk/About-Us">http://www.netneutrals.uk/About-Us</a>
<b>Dispute Resolution Ombudsman</b>	<b>Furniture Ombudsman</b>	Furniture	Ombudsman	EU-Wide (Domestic and Cross-Border)	Furniture Consumers	CTSI	Yes	<a href="http://www.disputeresolutionombudsman.org/wp-content/themes/responsive-Child/documents/CTSI%20DRO%20Member%20Certificate.pdf">http://www.disputeresolutionombudsman.org/wp-content/themes/responsive-Child/documents/CTSI%20DRO%20Member%20Certificate.pdf</a>
<b>Dispute</b>	<b>Dispute</b>	Consumer	Ombudsman	EU-Wide	General	CTSI	Yes	<a href="http://www.disputeresolutionombudsman.org">http://www.disputeresolutionombudsman.org</a>



<b>Resolution Ombudsman</b>	<b>Resolution Ombudsman</b>	Goods Construction and Maintenance General Consumer		(Domestic and Cross-Border)	Consumers			<a href="http://www.resolution-ombudsman.org/about-us/mission-values-and-structure/">n.org/about-us/mission-values-and-structure/</a>
<b>eCogra</b>	<b>eCogra</b>	Online Gambling	Mediation	UK-wide	Gamblers	The Gambling Commission	Yes	<a href="http://www.ecogra.org/ata/policies_procedures.php">http://www.ecogra.org/ata/policies_procedures.php</a>
<b>Federation of Master Builders (Conciliation) Small Claims Mediation UK (Mediation)</b>	<b>Federation of Master Builders</b>	Construction and Maintenance	Conciliation Mediation	UK-wide	Construction and Maintenance Consumers	CTSI	conciliation - yes Mediation - proportional cost borne by consumer	<a href="http://www.fmb.org.uk/about-the-fmb/complaints/">http://www.fmb.org.uk/about-the-fmb/complaints/</a>
<b>FOS</b>	<b>Financial Ombudsman Service Ltd</b>	Financial Services	Ombudsman	UK-wide	Financial Services Consumers	FCA	Yes	<a href="http://www.financial-ombudsman.org.uk/">http://www.financial-ombudsman.org.uk/</a>
<b>HF Resolution Ltd</b>	<b>Cosmetic Redress Scheme</b>	Healthcare	Ombudsman Mediation	UK-wide	Patients	CTSI	not stated	<a href="https://www.cosmeticredress.co.uk/about-us">https://www.cosmeticredress.co.uk/about-us</a>
<b>HF Resolution Ltd</b>	<b>Property Redress Scheme</b>	Conveyancy Letting	Mediation Ombudsman	UK-wide	Property Consumers	DCLG NTSEAT	Yes	<a href="https://www.theprs.co.uk/about-us">https://www.theprs.co.uk/about-us</a>
<b>IAS</b>	<b>Independent Appeals Service (Parking) (Non-standard)</b>	Parking	Adjudication	England and Wales	Motorists	CTSI	No - Proportional cost borne by consumer	<a href="https://www.theias.org/the-ias-private-parking-charge-appeals-rules-and-procedure">https://www.theias.org/the-ias-private-parking-charge-appeals-rules-and-procedure</a>
<b>Delivery organization</b>	Name	Type of complaints /	Activity	Geographic coverage	Target consumer	Competent Authority	Free to the Consumer?	Other

		sector			group			
<b>Independent Betting Adjudication Service</b>	<b>Independent Betting Adjudication Service</b>	Gambling	Adjudication	UK-wide	Gamblers	The Gambling Commission	Yes	<a href="http://www.ibas-uk.com/index.php">http://www.ibas-uk.com/index.php</a>
<b>Independent Football Ombudsman</b>	<b>Independent Football Ombudsman</b>	Sports	Adjudication	England	Sports consumers	not stated (but has stated authorisation)	Yes	<a href="http://www.theifo.co.uk/about-us.html">http://www.theifo.co.uk/about-us.html</a>
<b>Jennifer Gallagher. Lindsays</b>	<b>Jennifer Gallagher, Lindsays</b>	Gambling	Mediation	UK-wide	Lottery Players	The Gambling Commission	yes - up to a limit of £750	<a href="http://www.lindsays.co.uk/services/for-you-and-your-family/gambling-commission">http://www.lindsays.co.uk/services/for-you-and-your-family/gambling-commission</a>
<b>Joel Goldman</b>	<b>Joel Goldman</b>	Gambling	Mediation	UK-wide	Gamblers	The Gambling Commission	Yes	<a href="http://goldman.online/mediation-services/gambling/">http://goldman.online/mediation-services/gambling/</a>
<b>Kent County Council ADR Scheme<sup>4</sup></b>	<b>Kent County Council ADR Scheme</b>	Consumer Goods Construction and Maintenance	Adjudication	UK-wide (members in Kent)	General Consumers	CTSI	No - nominal cost borne by consumer	<a href="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">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</a>
<b>Motor Ombudsman<sup>5</sup></b>	Motor Ombudsman	<b>New car sales Used car sales Vehicle Servicing and Repair Vehicle Warranty Products</b>	Adjudication	UK-wide	Motorists	not stated	Yes	<a href="https://www.themotorombudsman.org/consumers/make-a-complaint">https://www.themotorombudsman.org/consumers/make-a-complaint</a>

<sup>4</sup> 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.

<sup>5</sup> Motor Codes Ltd is now called The Motor Ombudsman

<b>National Casino Forum</b>	<b>Independent Panel for Casino &amp; Bingo Arbitration</b>	Gambling	Arbitration	UK-wide	Gamblers	The Gambling Commission	Yes	<a href="http://www.ipca.org.uk/">http://www.ipca.org.uk/</a>
<b>Delivery organization</b>	Name	Type of complaints / sector	Activity	Geographic coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
<b>National Conciliation Service</b>	<b>National Conciliation Service</b>	Vehicle repair and servicing New car sales Used car sales	Conciliation Arbitration	UK-wide	Motorists	CTSI	Yes	<a href="https://www.nationalconciliationservice.co.uk/">https://www.nationalconciliationservice.co.uk/</a>
<b>Office of the Independent Adjudicator for Higher Education</b>	<b>Office of the Independent Adjudicator for Higher Education</b>	Higher Education	Ombudsman	England and Wales	Students	CTSI	Yes	<a href="http://www.oiahe.org.uk/rules-and-the-complaints-process.aspx">http://www.oiahe.org.uk/rules-and-the-complaints-process.aspx</a>
<b>Ombudsman Services Ltd</b>	<b>Ombudsman Services: Aviation<sup>6</sup></b>	Aviation	Ombudsman	UK-wide	Travellers	CTSI	not applicable	no details found - inoperative
<b>Ombudsman Services Ltd</b>	<b>Ombudsman Services: Telecommunications and Post</b>	Telecommunications	Ombudsman	UK-wide	Telecommunications Consumers	Ofcom	Yes	<a href="https://www.ombudsman-services.org/communications.html">https://www.ombudsman-services.org/communications.html</a>
<b>Ombudsman Services Ltd</b>	<b>Ombudsman Services: The Consumer Ombudsman</b>	General Consumer	Ombudsman	UK-wide	General	CTSI	Yes	<a href="http://www.consumer-ombudsman.org/">http://www.consumer-ombudsman.org/</a>
<b>Ombudsman</b>	<b>Ombudsman</b>	Energy	Ombudsman	England,	Energy	Ofgem	Yes	<a href="https://www.ombudsman-">https://www.ombudsman-</a>

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

Services Ltd	n Services: The Energy Ombudsman			Scotland, and Wales	Consumers			services.org/energy.html
Ombudsman Services Ltd	Ombudsman Services: Property	Conveyancy Surveyancy Letting	Adjudication	UK-wide	Property Consumers	NTSEAT	Yes	https://www.ombudsman- services.org/property.html
Promediate	Click2Resolv e	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
<b>Delivery organization</b>	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	Conveyancy Letting Removals	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

<b>RICS</b>	<b>Royal Institution of Chartered Surveyors Consumer Mediation Scheme</b>	Surveyancy	Mediation	UK-wide	Surveyancy consumers	not stated	Yes	<a href="http://www.rics.org/Global/RICS%20Consumer%20Mediation%20Scheme%20Guidance%20Document%20March%202016.pdf">http://www.rics.org/Global/RICS%20Consumer%20Mediation%20Scheme%20Guidance%20Document%20March%202016.pdf</a>
<b>Skills Funding Agency</b>	<b>Skills Funding Agency</b>	Apprenticeships Further Education Training	Adjudication	UK-wide	Students	CTSI	Yes	<a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/485916/Procedure_for_dealing_with_complaints_about_providers_October_2015.pdf">https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/485916/Procedure_for_dealing_with_complaints_about_providers_October_2015.pdf</a>
<b>Small Claims Mediation (UK) Ltd</b>	<b>Small Claims Mediation (UK) Ltd</b>	General Consumer	Mediation	UK-wide	General Consumers	CTSI	No	<a href="http://www.small-claims-mediation.co.uk/consumer-adr-provider/">http://www.small-claims-mediation.co.uk/consumer-adr-provider/</a>
<b>Tattersalls Committee</b>	<b>Tattersalls Committee</b>	Betting	Adjudication	UK-wide	Gamblers	The Gambling Commission	Yes	<a href="http://www.tattersallscommittee.co.uk/">http://www.tattersallscommittee.co.uk/</a>
<b>TrustMark</b>	<b>TrustMark</b>	Construction and Maintenance	Conciliation Mediation Arbitration	UK-wide	Construction and Maintenance Consumers	CTSI	No - Proportional cost borne by consumer	<a href="https://www.trustmark.org.uk/consumers/if-things-go-wrong/adr">https://www.trustmark.org.uk/consumers/if-things-go-wrong/adr</a>
<b>Waterways Ombudsman Scheme</b>	<b>Waterways Ombudsman Scheme</b>	Canal and River upkeep and transport	Ombudsman	England, Wales and Northern Ireland	Waterways Users	CTSI	Yes	<a href="http://www.waterways-ombudsman.org/about-us/">http://www.waterways-ombudsman.org/about-us/</a>

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

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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	<a href="https://abta.com/holiday-help-and-complaints/abtas-adr-scheme">https://abta.com/holiday-help-and-complaints/abtas-adr-scheme</a>
Advertising Standards Authority	Advertising Standards Authority	Telecommunications	Adjudication	UK-wide	Telecommunications Consumers	not stated	Yes	<a href="https://www.asa.org.uk/Consumers/How-to-complain.aspx">https://www.asa.org.uk/Consumers/How-to-complain.aspx</a>
Antiquarian Booksellers Association Standards Committee	Antiquarian Booksellers Association Standards Committee	Consumer Goods	Arbitration	UK-wide	General Consumers	not stated	not stated	<a href="http://www.aba.org.uk/About-the-ABA/ABA-Rules-Guidelines/ABA-Articles-of-Association-and-Rules">http://www.aba.org.uk/About-the-ABA/ABA-Rules-Guidelines/ABA-Articles-of-Association-and-Rules</a>
Association of British Introduction Agencies	Association of British Introduction Agencies	Dating	Conciliation	UK-wide	Dating-service Consumers	not stated	not stated	<a href="http://www.abia.org.uk/assets/files/advice/download-file/0/23_advice.pdf">http://www.abia.org.uk/assets/files/advice/download-file/0/23_advice.pdf</a>
Local Authority Trading Standards Services	Local Authority Trading Standards Services	Various	Conciliation. Adjudication is provided by an external CTSI accredited body	UK-wide	Varies	not stated	Yes	see various websites, for example: <a href="http://www.nationaltradingstandards.uk">http://www.nationaltradingstandards.uk</a>
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	<a href="http://www.upholsterers.co.uk/the-amusf-and-the-consumer/">http://www.upholsterers.co.uk/the-amusf-and-the-consumer/</a>

<b>Delivery organization</b>	<b>Name</b>	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
<b>Association of Plumbing and Heating Contractors</b>	<b>Association of Plumbing and Heating Contractors Independent Dispute Resolution Scheme</b>	Construction and Maintenance Services	Conciliation Adjudication	UK-wide	Construction and Maintenance Consumers	not stated	not stated	<a href="http://www.aphc.co.uk/aphc-consumer-complaints-process.asp">http://www.aphc.co.uk/aphc-consumer-complaints-process.asp</a>
<b>Bar Standards Board Professional Conduct Committee Disciplinary Tribunal</b>	<b>Bar Standards Board</b>	Legal services	Adjudication	UK-wide	Legal Services Consumers	not stated	not stated	<a href="https://www.barstandardsboard.org.uk/complaints-and-professional-conduct/making-a-complaint/what-will-happen-as-a-result-of-your-complaint/">https://www.barstandardsboard.org.uk/complaints-and-professional-conduct/making-a-complaint/what-will-happen-as-a-result-of-your-complaint/</a>
<b>British Antique Dealers Association</b>	<b>British Antique Dealers Association</b>	Antiques	Arbitration	uk-wide	Antique Consumers	not stated	not stated	<a href="http://www.bada.org/metadot/index.pl?id=2189">http://www.bada.org/metadot/index.pl?id=2189</a>
<b>British Healthcare Trades Association</b>	<b>British Healthcare Trades Association</b>	Healthcare	Adjudication	UK-wide	Healthcare Consumers	not stated	not stated	<a href="http://www.bhta.net/home/complain.html">http://www.bhta.net/home/complain.html</a>
<b>Bus Users UK and the Confederation of Passenger Transport UK</b>	<b>Bus Appeals Body</b>	Transport	Adjudication	England and Wales	Passengers	not stated	yes	<a href="http://www.busappealsbody.co.uk/complaints/">http://www.busappealsbody.co.uk/complaints/</a>

<b>Bus Users Scotland</b>	<b>Bus Appeals Body Scotland</b>	Transport	Adjudication	Scotland	Passengers	not stated	yes	<a href="http://www.busappealsbody.co.uk/complaints/">http://www.busappealsbody.co.uk/complaints/</a>
<b>Bus Users UK</b>	<b>Bus Users UK</b>	Transport	Conciliation	EU-wide (except London and Northern Ireland)	Passengers	not stated	Yes	<a href="http://www.bususers.org/complaints/complaints-process/">http://www.bususers.org/complaints/complaints-process/</a>
<b>Delivery organization</b>	<b>Name</b>	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
<b>Carpet Foundation</b>	<b>Carpet Foundation</b>	Consumer Goods	Conciliation	UK-Wide	General Consumers	not stated	Yes	<a href="http://www.carpetfoundation.com/code-of-practice/">http://www.carpetfoundation.com/code-of-practice/</a>
<b>CEDR</b>	<b>Chartered Institute of Architectural Technologists</b>	Architecture	Mediation Arbitration	UK-Wide	Architecture Consumers	not stated	not stated	<a href="http://www.ciat.org.uk/en/members/Complaints_procedure/">http://www.ciat.org.uk/en/members/Complaints_procedure/</a>
<b>CEDR</b>	<b>Chartered Institute of Management Accountants (CIMA) Conciliation Scheme</b>	Financial Services	Conciliation Arbitration	UK-wide	Financial Services Consumers Business Clients	not stated	yes	<a href="https://www.cedr.com/consumer/accountancy/cima-scheme/introduction">https://www.cedr.com/consumer/accountancy/cima-scheme/introduction</a>
<b>Chartered Institute of Legal Executives</b>	<b>Chartered Institute of Legal Executives</b>	Legal services	Adjudication	uk-wide	Legal Services Consumers	not stated	yes	<a href="http://www.cilexregulation.org.uk/consumers/complaints/complain-to-us">http://www.cilexregulation.org.uk/consumers/complaints/complain-to-us</a>
<b>Chartered Institute of Plumbing and Heating Engineering</b>	<b>Chartered Institute of Plumbing and Heating Engineering Investigation</b>	Construction and Maintenance Services	Conciliation Adjudication	UK-wide	Construction and Maintenance Consumers	not stated	not stated	<a href="http://www.ciphe.org.uk/consumer/complaints-procedure/">http://www.ciphe.org.uk/consumer/complaints-procedure/</a>



	Committee							
<b>Chartered Institute of Public Finance and Accountancy</b>	<b>Chartered Institute of Public Finance and Accountancy</b>	Financial Services	Adjudication	uk-wide	Financial Services Consumers	not stated	not stated	<a href="http://www.cipfa.org/members/conduct-and-ethics">http://www.cipfa.org/members/conduct-and-ethics</a>
<b>CI Arb</b>	<b>Association of Chartered Certified Accountants Mediation Scheme</b>	Financial Services	Mediation	UK-wide	Financial Services Consumers Business Clients	CTSI	No - Proportional cost borne by consumer	<a href="http://www.accaglobal.com/content/dam/ACCA_Global/disc/complain/mediation-scheme.pdf">http://www.accaglobal.com/content/dam/ACCA_Global/disc/complain/mediation-scheme.pdf</a>
<b>Delivery organization</b>	<b>Name</b>	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
<b>Codes of Association of British Healthcare Industries</b>	<b>Codes of Association of British Healthcare Industries Complaints Adjudication Panel</b>	Healthcare	Adjudication	uk-wide	Healthcare Consumers	not stated	not stated	<a href="http://www.abhicodeofpractice.org.uk/multimedia/New%20Folder/ABHI%20CoBP%20-%20March%202016.pdf">http://www.abhicodeofpractice.org.uk/multimedia/New%20Folder/ABHI%20CoBP%20-%20March%202016.pdf</a>
<b>Civil Aviation Authority</b>	<b>Passengers Advice and Complaints Team</b>	Transport	Conciliation	UK-wide	Passengers	not stated	Yes	<a href="https://www.caa.co.uk/Passengers/Resolving-travel-problems/How-the-CAA-can-help/How-the-CAA-can-help/">https://www.caa.co.uk/Passengers/Resolving-travel-problems/How-the-CAA-can-help/How-the-CAA-can-help/</a>
<b>Confederation of Roofing Contractors</b>	<b>Confederation of Roofing Contractors</b>	Construction and Maintenance Services	Conciliation Arbitration	UK-wide	Construction and Maintenance Consumers	not stated	no - potentially full cost borne by consumer	<a href="http://corc.co.uk/">http://corc.co.uk/</a>

<b>Consumer Council for Northern Ireland</b>	<b>Consumer Council for Northern Ireland</b>	Transport Energy Water Supply and Sewerage Postal Services	Conciliation	Northern Ireland	Energy Consumers Passengers Water Supply and Sewerage Consumers Postal Consumers	not stated	Yes	<a href="http://www.consumercouncil.org.uk/complaints/what-happens/">http://www.consumercouncil.org.uk/complaints/what-happens/</a>
<b>Consumer Council for Water</b>	<b>Consumer Council for Water</b>	Water and Sewerage	not clear	uk-wide	Water and sewerage consumers	not stated	not stated	<a href="http://www.ccwater.org.uk/adviceandcomplaints/">http://www.ccwater.org.uk/adviceandcomplaints/</a>
<b>Consumer Credit Association UK</b>	<b>Consumer Credit Association UK</b>	Financial Services	Adjudication	UK-wide	Financial Services Consumers	not stated	not stated	<a href="http://www.ccauk.org/docs/CCA-Complaints-Leaflet_2015.pdf">http://www.ccauk.org/docs/CCA-Complaints-Leaflet_2015.pdf</a>
<b>Delivery organization</b>	<b>Name</b>	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
<b>Consumer Credit Trade Association</b>	<b>Consumer Credit Trade Association</b>	Financial Services	Conciliation	UK-wide	Financial Services Consumers	not stated	not stated	<a href="https://www.ccta.co.uk/consumer/complaints-form/">https://www.ccta.co.uk/consumer/complaints-form/</a>
<b>CEDR</b>	<b>Treatments You Can Trust</b>	Healthcare	Conciliation Mediation	UK-wide	Cosmetics Consumers	not stated	Yes	<a href="https://www.cedr.com/consumer/cosmetic-injectable-treatments/tyct-scheme/introduction/">https://www.cedr.com/consumer/cosmetic-injectable-treatments/tyct-scheme/introduction/</a>
<b>CEDR</b>	<b>Funeral Arbitration Scheme</b>	Funeral Services	Conciliation Arbitration	UK-wide	Funeral Services Consumers	not stated (National Association of Funeral Directors)	No - nominal cost borne by consumer	<a href="https://www.cedr.com/consumer/funerals-and-estate-planning/fas-conciliation/introduction/">https://www.cedr.com/consumer/funerals-and-estate-planning/fas-conciliation/introduction/</a>
<b>CEDR</b>	<b>Funeral Planning Authority Dispute Resolution</b>	Funeral Services	Conciliation Arbitration	UK-wide	Funeral Services Consumers	not stated (Funeral Planning Authority)	no - initially free but costs may be awarded against consumer	<a href="https://www.cedr.com/consumer/funerals-and-estate-planning/fpa/introduction/">https://www.cedr.com/consumer/funerals-and-estate-planning/fpa/introduction/</a>

	<b>Scheme</b>							
<b>CEDR</b>	<b>Independent Arbitration Service for domestic consumers</b>	Energy	Arbitration	UK-wide	Energy Consumers	none stated	No	<a href="https://www.cedr.com/idrs/documents/160601084117-independent-arbitration-for-domestic-consumers-rules-march-2015.pdf">https://www.cedr.com/idrs/documents/160601084117-independent-arbitration-for-domestic-consumers-rules-march-2015.pdf</a>
<b>CEDR</b>	<b>Independent Arbitration: Good Garage Scheme</b>	Vehicle Servicing and Repair	Arbitration	UK-wide	Motorists	None stated	No - Proportional cost borne by consumer	<a href="https://www.cedr.com/idrs/documents/160812141532-independent-arbitration-(good-garages).pdf">https://www.cedr.com/idrs/documents/160812141532-independent-arbitration-(good-garages).pdf</a>
<b>CEDR</b>	<b>Resort Development Organisation</b>	Timeshares	Conciliation Arbitration	uk-wide	Holidaymakers	not stated	not stated	<a href="http://rdo.org/consumers/complaints-procedure/">http://rdo.org/consumers/complaints-procedure/</a>
<b>Delivery organization</b>	<b>Name</b>	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
<b>CEDR</b>	<b>Independent Healthcare Sector Complaints Adjudication Service</b>	Healthcare	Adjudication	UK-wide	Private Healthcare Patients	None stated (CQC, HIW, HIS, none yet for NI)	Yes	<a href="http://www.iscas.org.uk/">http://www.iscas.org.uk/</a>
<b>CEDR</b>	<b>Independent Mediation Service for Patients: Private Healthcare Providers</b>	Healthcare	Mediation	UK-wide	Private Healthcare Patients	None stated	not stated	<a href="https://www.cedr.com/idrs/documents/160329144759-cedr-mediation-rules-(private-healthcare).pdf">https://www.cedr.com/idrs/documents/160329144759-cedr-mediation-rules-(private-healthcare).pdf</a>

<b>CEDR</b>	<b>Water Redress Scheme</b>	Water and Sewerage	Adjudication	UK-wide	Water and sewerage consumers	not stated (Ofwat)	Yes	<a href="https://www.watrs.org/documents/161104163315-watrs-rules-7-nov-2016-edition.pdf">https://www.watrs.org/documents/161104163315-watrs-rules-7-nov-2016-edition.pdf</a>
<b>CEDR</b>	<b>Estate Planning Arbitration Service</b>	Legal Services	Arbitration	UK-wide	Legal Services Consumers	not stated (Institute of Professional Willwriters)	No - nominal cost borne by consumer	<a href="https://www.cedr.com/consumer/funerals-and-estate-planning/institute-of-professional-will-writers/introduction/">https://www.cedr.com/consumer/funerals-and-estate-planning/institute-of-professional-will-writers/introduction/</a>
<b>Credit Services Association</b>	<b>Credit Services Association</b>	Financial Services	Adjudication	UK-wide	Financial Services Consumers	not stated	not stated	<a href="http://www.csa-uk.com/assets/documents/compliance-and-guidance/code_of_practice.pdf">http://www.csa-uk.com/assets/documents/compliance-and-guidance/code_of_practice.pdf</a>
<b>CIArb</b>	<b>Domestic Appliances Services Association</b>	Consumer Goods	Mediation Arbitration	UK-wide	General Consumers	not stated	No - Proportional cost borne by consumer	<a href="http://www.dasa.org.uk/about/code">http://www.dasa.org.uk/about/code</a>
<b>CIArb</b>	<b>Glass and Glazing Federation Conciliation Scheme</b>	Construction and Maintenance	Conciliation	UK-wide	Construction and Maintenance Consumers	not stated	Yes	<a href="http://ggf.org.uk/business-support-conciliation-scheme">http://ggf.org.uk/business-support-conciliation-scheme</a>
<b>Delivery organization</b>	<b>Name</b>	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
<b>CIArb</b>	<b>Association of Chartered Certified Accountants Arbitration Scheme</b>	Financial Services	Arbitration	UK-wide	Financial Services Consumers Business Clients	CTSI	No - Proportional cost borne by consumer	<a href="http://www.accaglobal.com/content/dam/ACCA_Global/disc/complain/arbitration-scheme.pdf">http://www.accaglobal.com/content/dam/ACCA_Global/disc/complain/arbitration-scheme.pdf</a>
<b>Debt Managers Standards Association Code</b>	<b>Debt Managers Standards Association</b>	Financial Services	Adjudication	UK-wide	Financial Services Consumers	not stated	not stated	<a href="http://www.demsa.co.uk/complaints/">http://www.demsa.co.uk/complaints/</a>

<b>Administrator</b>								
<b>Dental Complaints Service</b>	<b>Dental Complaints Service</b>	Healthcare	Conciliation Adjudication	UK-wide	Healthcare Consumers	not stated	Yes	<a href="http://www.gdc-uk.org/sites/dcs/Patients/Pages/Process.aspx">http://www.gdc-uk.org/sites/dcs/Patients/Pages/Process.aspx</a>
<b>Deposit Protection Service Independent Adjudicator</b>	<b>Deposit Protection Service</b>	Letting	Adjudication	UK-wide	Property Consumers	DCLG	Yes	<a href="https://www.depositprotection.com/help/browse/insured/tenant/alternative-dispute-resolution">https://www.depositprotection.com/help/browse/insured/tenant/alternative-dispute-resolution</a>
<b>Dispute Resolution Ombudsman</b>	<b>Which? Trusted Trader Scheme</b>	Construction and Maintenance Vehicle Servicing and Repair	Ombudsman	UK-wide	Motorists Construction and maintenance consumers	CTSI	yes	<a href="http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/">http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/</a>
<b>Dispute Service Ltd</b>	<b>Tenancy Deposit Scheme</b>	Letting	Adjudication	England and Wales	Property Consumers	DCLG	Yes	<a href="https://www.tenancydepositscheme.com/about-tds.html">https://www.tenancydepositscheme.com/about-tds.html</a>
<b>Dispute Service Ltd</b>	<b>Tenancy Deposit Scheme Northern Ireland</b>	Letting	Adjudication	Northern Ireland	Property Consumers	DCLG	Yes	<a href="https://www.tdsnorthernireland.com/home/">https://www.tdsnorthernireland.com/home/</a>
<b>Delivery organization</b>	<b>Name</b>	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
<b>Dispute Service Ltd</b>	<b>SafeDeposits Scotland</b>	Letting	Adjudication	Scotland	Property Consumers	DCLG	Yes	<a href="http://www.safedepositscotland.com/">http://www.safedepositscotland.com/</a>

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

<b>Independent Press Standards Organisation IPSO Arbitrator Panel</b>	<b>Independent Press Standards Organisation</b>	Telecommunications Print Media	Adjudication Arbitration (piloting)	UK-wide	Telecommunications Consumers Print Media Consumers	not stated	not stated	<a href="https://www.ipso.co.uk/">https://www.ipso.co.uk/</a>
<b>Institute of Chartered Accountants</b>	<b>Institute of Chartered Accountants</b>	Financial Services	Conciliation Adjudication	England and Wales	Financial services consumers	not stated	not stated	<a href="http://www.icaew.com/en/about-icaew/act-in-the-public-interest/complaints-process/make-a-complaint">http://www.icaew.com/en/about-icaew/act-in-the-public-interest/complaints-process/make-a-complaint</a>
<b>Institute of Chartered Accountants of Scotland</b>	<b>Institute of Chartered Accountants of Scotland</b>	Financial Services	Adjudication	Scotland	Financial services consumers	not stated	not stated	<a href="https://www.icas.com/_data/assets/pdf_file/0009/268335/General-Complaints-Complainer-Helpsheet-Apr-16.pdf">https://www.icas.com/_data/assets/pdf_file/0009/268335/General-Complaints-Complainer-Helpsheet-Apr-16.pdf</a>
<b>Internet Service Providers Association</b>	<b>Internet Service Providers Association</b>	Telecommunications	Conciliation	UK-wide	Telecommunications Consumers	not stated	Yes	<a href="http://www.ispa.org.uk/consumers/complaints/">http://www.ispa.org.uk/consumers/complaints/</a>
<b>Law Society of Northern Ireland Solicitors Disciplinary Tribunal</b>	<b>Law Society of Northern Ireland</b>	Legal services	Adjudication	Northern Ireland	Legal Services Consumers	not stated	Yes	<a href="https://www.lawsoc-ni.org/making-a-complaint">https://www.lawsoc-ni.org/making-a-complaint</a>
<b>Law Society of Scotland Solicitors Disciplinary Tribunal</b>	<b>Law Society of Scotland</b>	Legal services	Adjudication	Scotland	Legal Services Consumers	not stated	not stated	<a href="http://www.lawsoc.org.uk/for-the-public/what-the-society-can-do-for-you/making-a-complaint-against-a-solicitor/">http://www.lawsoc.org.uk/for-the-public/what-the-society-can-do-for-you/making-a-complaint-against-a-solicitor/</a>
<b>LeO</b>	<b>Legal Ombudsman</b>	Legal services	Ombudsman	England and Wales	Legal Services Consumers	not stated	Yes	<a href="http://www.legalombudsman.org.uk/">http://www.legalombudsman.org.uk/</a>

<b>London Travelwatch</b>	<b>London Travelwatch</b>	Transport	Adjudication	London	Passengers	not stated	Yes	<a href="http://www.londontravelwatch.org.uk/complaints/appealing_london_travelwatch">http://www.londontravelwatch.org.uk/complaints/appealing_london_travelwatch</a>
<b>Delivery organization</b>	<b>Name</b>	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
<b>Motor Insurers Bureau</b>	<b>Motor Insurers Bureau</b>	Vehicle Insurance	not stated	UK-wide	Motorists	not stated	not stated	<a href="https://www.mib.org.uk/media/170183/mib-customer-charter.pdf">https://www.mib.org.uk/media/170183/mib-customer-charter.pdf</a>
<b>National Caravan Council</b>	<b>National Caravan Council</b>	Caravans and Mobile Homes	Conciliation	uk-wide	Holidaymakers Motorists	not stated	Yes	<a href="http://www.thencc.org.uk/Con_Advice/Nccidrs.aspx">http://www.thencc.org.uk/Con_Advice/Nccidrs.aspx</a>
<b>National Federation of Roofing Contractors</b>	<b>National Federation of Roofing Contractors</b>	Construction and Maintenance Services	Conciliation Arbitration	UK-wide	Construction and Maintenance Consumers	not stated	yes	<a href="http://www.nfrc.co.uk/roofing-complaints">http://www.nfrc.co.uk/roofing-complaints</a>
<b>Not specific - choice of available accredited mediators</b>	<b>National Mediation Helpline</b>	General Consumer	Mediation	UK-wide	General Consumers	not stated	No - proportional cost borne by consumer	<a href="http://civilmediation.justice.gov.uk/">http://civilmediation.justice.gov.uk/</a>
<b>NHBC</b>	<b>NHBC Resolution Service</b>	Construction and Maintenance Services	Conciliation	UK-wide	Construction and Maintenance Consumers	not stated	not stated	<a href="http://www.nhbc.co.uk/Warrantiesandcover/Homeowners/Problemswithyourhome/">http://www.nhbc.co.uk/Warrantiesandcover/Homeowners/Problemswithyourhome/</a>
<b>Ombudsman Service Ltd</b>	<b>Asset-Based Finance Association</b>	Financial Services	Adjudication	UK and Ireland	Financial Services Consumers	not stated	Yes	<a href="http://www.abfa.org.uk/standards/Complaints_process.asp">http://www.abfa.org.uk/standards/Complaints_process.asp</a>
<b>Ombudsman Service Ltd</b>	<b>Double Glazing and Conservatory Ombudsman</b>	Construction and Maintenance Services	Adjudication	UK-wide	Construction and Maintenance Consumers	not stated	Yes	<a href="https://www.dgcos.org.uk/about/ombudsman">https://www.dgcos.org.uk/about/ombudsman</a>



	Scheme							
<b>Ombudsman Service Ltd</b>	<b>Parking on Private Land Appeals</b>	Private Parking	Adjudication	England and Wales	Motorists	No	Yes	<a href="https://popla.co.uk/">https://popla.co.uk/</a>
<b>Delivery organization</b>	<b>Name</b>	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
<b>Ombudsman Service Ltd</b>	<b>Ombudsman Services: Copyright</b>	Copyright Licensing	Adjudication	UK-wide	Copyright Holders	not stated	Yes	<a href="https://www.ombudsman-services.org/downloads/OScopyright_facsheet.pdf">https://www.ombudsman-services.org/downloads/OScopyright_facsheet.pdf</a>
<b>Ombudsman Service Ltd</b>	<b>Reallymoving.com</b>	Removals	Adjudication	UK-wide	Removals Consumers	not stated	Yes	<a href="https://www.reallymoving.com/ombudsman">https://www.reallymoving.com/ombudsman</a>
<b>Ombudsman Service Ltd</b>	<b>Referenceline</b>	General Consumer	Adjudication	UK-wide	General Consumer	not stated	Yes	<a href="http://www.referenceline.com/what-if-things-go-wrong.asp">http://www.referenceline.com/what-if-things-go-wrong.asp</a>
<b>Ombudsman Service Ltd</b>	<b>Home Insulation and Energy Systems</b>	Construction and Maintenance	Adjudication	UK-wide	Construction and Maintenance Consumers	not stated	Yes	<a href="https://www.ombudsman-services.org/home-improvement.html">https://www.ombudsman-services.org/home-improvement.html</a>
<b>Optical Consumer Complaints Service</b>	<b>Optical Consumer Complaints Service</b>	Healthcare	Conciliation Adjudication	UK-wide	Healthcare Consumers	not stated	Yes	<a href="http://www.opticalcomplaints.co.uk/what-we-offer/the-process">http://www.opticalcomplaints.co.uk/what-we-offer/the-process</a>
<b>Painting and Decorating Association</b>	<b>Painting and Decorating Association Clients' Advisory Service</b>	Construction and Maintenance Services	Conciliation Arbitration	UK-Wide	Construction and Maintenance Consumers	not stated	not stated	<a href="http://www.paintingdecoratingassociation.co.uk/customers/code-of-practice/">http://www.paintingdecoratingassociation.co.uk/customers/code-of-practice/</a>

<b>Pensions Ombudsman</b>	<b>Pensions Ombudsman</b>	Financial Services	Ombudsman	UK-wide	Financial Services Consumers	Secretary of State for Work and Pensions	Yes	<a href="https://www.pensions-ombudsman.org.uk/">https://www.pensions-ombudsman.org.uk/</a>
<b>Plumbing Industry Licensing Scheme</b>	<b>Plumbing Industry Licensing Scheme</b>	Construction and Maintenance Services	Conciliation Mediation Adjudication	Scotland and Northern Ireland	Construction and Maintenance Consumers	not stated	not stated	<a href="http://www.needaplumber.org/documents/ComplaintsResolutionProcedure.pdf">http://www.needaplumber.org/documents/ComplaintsResolutionProcedure.pdf</a>
<b>Delivery organization</b>	<b>Name</b>	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
<b>Prescription Medicines Code of Practice Authority</b>	<b>Prescription Medicines Code of Practice Authority</b>	Healthcare	Adjudication	UK-wide	Healthcare Consumers	not stated	Yes	<a href="http://www.pmcpa.org.uk/thecode/Pages/Complaints-process.aspx">http://www.pmcpa.org.uk/thecode/Pages/Complaints-process.aspx</a>
<b>Radio, Electrical and Television Retailers' Association</b>	<b>Radio, Electrical and Television Retailers' Association</b>	Consumer Goods	Conciliation	UK-wide	General Consumers	not stated	not stated	<a href="http://gurbir.wcukdev.co.uk/retra/retra1/wp-content/uploads/2014/07/Code-of-Practice.pdf">http://gurbir.wcukdev.co.uk/retra/retra1/wp-content/uploads/2014/07/Code-of-Practice.pdf</a>
<b>Removals Industry Ombudsman Scheme</b>	<b>Removals Industry Ombudsman Scheme Ltd</b>	Removals	Ombudsman	UK-wide	Removals Consumers	not stated	not stated	<a href="http://removalsombudsman.co.uk/">http://removalsombudsman.co.uk/</a>
<b>Safebuy</b>	<b>Safebuy</b>	e-commerce	Mediation	uk-wide	general consumers	not stated	not stated	<a href="http://care.safebuy.org.uk/contact-us/">http://care.safebuy.org.uk/contact-us/</a>
<b>Scottish Decorators Federation</b>	<b>Scottish Decorators Federation</b>	Construction and Maintenance Services	Conciliation Mediation	Scotland	Construction and Maintenance Consumers	not stated	not stated	<a href="http://www.scottishdecorators.co.uk/members-page-2/mediation-conciliation/">http://www.scottishdecorators.co.uk/members-page-2/mediation-conciliation/</a>

<b>Scottish Legal Complaints Commission</b>	<b>Scottish Legal Complaints Commission</b>	Legal services	Adjudication	Scotland	Legal Services Consumers	not stated	Yes	<a href="https://www.scottishlegalcomplaints.org.uk/">https://www.scottishlegalcomplaints.org.uk/</a>
<b>Scottish Motor Trade Association</b>	<b>Scottish Motor Trade Association</b>	New car sales Used cars Vehicle Servicing and Repair Vehicle Warranty Products	Conciliation Arbitration	Scotland	Motorists	not stated	No	<a href="http://www.smta.co.uk/">http://www.smta.co.uk/</a>
<b>Delivery organization</b>	<b>Name</b>	Type of complaints / sector	Activity	Geographical coverage	Target consumer group	Competent Authority	Free to the Consumer?	Other
<b>Society of Master Shoe Repairers</b>	<b>Society of Master Shoe Repairers Independent Arbitration Service</b>	Consumer Services	Arbitration	UK-wide	General Consumers	not stated	no - proportional cost borne by consumer	<a href="http://www.somsr.com/about-somsr">http://www.somsr.com/about-somsr</a>
<b>Solicitors Regulation Authority</b>	<b>Solicitor's Compensation Fund</b>	Legal services	Adjudication	UK-wide	Legal Services Consumers	not stated	Yes	<a href="http://www.sra.org.uk/consumers/problems/solicitor-owes-money.page#claim-handling">http://www.sra.org.uk/consumers/problems/solicitor-owes-money.page#claim-handling</a>
<b>Transport Focus</b>	<b>Transport Focus</b>	Transport Roads	Adjudication	Rail passengers: GB Road users: 'strategic roads only', in England outside London Bus, coach	Passengers Road Users	not stated	Yes	<a href="http://www.transportfocus.org.uk/">http://www.transportfocus.org.uk/</a>

				and Trams: England, outside London				
<b>Travel Trust Association Independent Arbitrator</b>	<b>Travel Trust Association</b>	Travel Agency	Conciliation Arbitration	uk-wide	Holidaymakers	not stated	not stated	<a href="http://www.traveltrust.co.uk/ConsumerWebZone/Complaintsprocedure.aspx">http://www.traveltrust.co.uk/ConsumerWebZone/Complaintsprocedure.aspx</a>
<b>Vehicle Builders and Repairers Association Ltd CI Arb</b>	<b>Vehicle Builders and Repairers Association Ltd</b>	Vehicle Servicing and Repair	Conciliation Arbitration	UK-wide	Motorists	not stated	not stated	<a href="http://www.vbra.co.uk/find_member.aspx">http://www.vbra.co.uk/find_member.aspx</a>