

London Arbitration Centre Limited

Annual Activity Report for 2018-2019

- a) the number of domestic disputes and cross-border disputes the ADR entity has received;

Eight

- b) the types of complaints to which the domestic disputes and cross-border disputes relate;

Clothing (including tailor-made goods) and footwear (1)

Fuels and lubricants for vehicles and other means of personal transport (1)

House maintenance and improvement services (3)

Package travel (2)

Information and communications technology (ICT) goods (1)

- 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 due to its operations as an ADR entity;

The disputes that have been referred to us involve different consumer issues.

- 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, in order to raise traders' standards and to facilitate the exchange of information and best practices;

n/a

- e) the number of disputes which the ADR entity has refused to deal with, and percentage share of the grounds set out in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes;

NONE

- f) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for the discontinuation;

NONE

- g) the average time taken to resolve domestic disputes and cross-border disputes;

49 Days

- h) the rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures;

60%

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

NONE

Signed; Ayub Sadiq

Director

3rd September 2019