



Digital Markets, Competition and Consumers Act 2024

2024 CHAPTER 13

PART 4

CONSUMER RIGHTS AND DISPUTES

CHAPTER 4

ALTERNATIVE DISPUTE RESOLUTION FOR CONSUMER CONTRACT DISPUTES

Prohibition on acting as ADR provider without accreditation etc

294 Prohibitions relating to charging fees to consumers

- (1) An accredited ADR provider must not charge the consumer a fee in respect of ADR being carried out (or to be carried out) in relation to a consumer contract—
 - (a) by the accredited ADR provider, or
 - (b) by another ADR provider under special ADR arrangements made by the accredited ADR provider,unless the fee is charged in accordance with provisions for the charging of fees to consumers which meet the conditions in subsection (2).
- (2) The conditions are that the provisions in question—
 - (a) have been made by the accredited ADR provider,
 - (b) are approved by the Secretary of State for the purposes of this subsection, and
 - (c) are published in a manner likely to come to the attention of consumers whose consumer contract disputes may be dealt with by the accredited ADR provider.
- (3) An ADR provider who carries out (or is to carry out) ADR in relation to a consumer contract dispute under special ADR arrangements must not charge the consumer any fee in respect of carrying out the ADR in question.