

SCHEDULE 2

Regulation 9(2)

Information that an ADR applicant must supply

- a) the ADR applicant's name, contact details and website address;
- b) information regarding the structure and funding of the ADR applicant, including such information as the competent authority may require regarding its ADR officials, their remuneration, term of office and by whom they are employed;
- c) the rules of the alternative dispute resolution procedure to be operated by the ADR applicant;
- d) any fees to be charged by the ADR applicant;
- e) where the ADR applicant already operates an alternative dispute resolution procedure, the average length of the alternative dispute resolution procedure;
- f) the language in which the ADR applicant is prepared to receive initial complaint submissions and conduct the alternative dispute resolution procedure;
- g) a statement as to the types of disputes covered by the alternative dispute resolution procedure operated by the ADR applicant;
- h) the grounds, if any, on which the ADR applicant may refuse to deal with a dispute;
- i) a reasoned statement which sets out how the ADR applicant complies, or proposes to comply, with the requirements set out in Schedule 3.