

London Arbitration Centre Limited

Annual Activity Report for 2019 to 2020

a) the number of domestic disputes and cross-border disputes the ADR entity has received;	23
b) the types of complaints to which the domestic disputes and cross-border disputes relate;	
Vehicle repairs	12
Building work	1
Education services	1
Information Services	1
Logistics	1
Travel	7
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 coronavirus Pandemic has continued to impact of cases referred to us following March 2020.	
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;	
legislation is required in the area of cancelled contracts and refunds arising from the restrictions imposed by government.	
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;	1
f) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for the discontinuation;	0
g) the average time taken to resolve domestic disputes and cross-border disputes;	60 days
h) the rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures;	not known

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

A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke at the bottom.

21st September 2020