

**Information supplied in accordance with Schedule 4 (Regulation 10.1) of the Alternative  
Dispute Resolution for Consumer Disputes (Competent Authorities and Information)  
Regulations 2015**

**Official name of ADR body:** Centre for Effective Dispute Resolution (CEDR)

**Address:** 70 Fleet Street, London, EC4Y 1EU

**Tel:** 020 7520 3800

**E mail:** [info@cedr.com](mailto:info@cedr.com)

**Web Address:** [www.cedr.com](http://www.cedr.com)

**Fees charged:** No fee to consumer on Ofcom regulated disputes

**Language that complaints can be submitted and handled:**

Complaints can be submitted in English and Welsh and the ADR procedure is conducted in English although decision letters can be translated into Welsh.

**Types of disputes covered:** Communications sector, including electronic communications services, postal services, premium rate services, Pay TV and VOD services, and equipment supplied with communications contracts such as broadband routers and mobile phone handsets.

**Sectors and categories of disputes covered by each ADR body:** Handles domestic and cross-border disputes.

**Dispute handling options e.g. in person, written, oral:** Complaints can be submitted in writing by email, post or fax.

**Is the outcome of the procedure binding or non-binding:** The outcome of Ofcom regulated disputes are binding on the trader if accepted by the consumer, but not binding on the consumer.

**Grounds for refusal:**

Where a complaint does not comply with the rules of the scheme, which are publicly available on the websites listed below.

Ofcom regulated disputes covered: Communications and Postal Services

Communications: [www.cedr.com/cisas](http://www.cedr.com/cisas)

Postal services: [www.cedr.com/postrs](http://www.cedr.com/postrs)