

Your response

Question	Your response
<p>Question 1: Do you agree with our provisional analysis of whether our rules which facilitate access to ADR are meeting our objective?</p>	<p>Confidential? – N</p> <p>Yes, CEDR agrees that the rules which facilitate access to ADR are meeting Ofcom’s objective of securing easy-to-access, easy-to-use, transparent, non-discriminatory and effective ADR.</p>
<p>Question 2: Do you agree with our proposal to modify the GCs to reduce the timeframe for access to ADR to 6 weeks?</p>	<p>Confidential? – N</p> <p>CEDR does not take a position on the merits of the proposal to reduce the timeframe for access to ADR to 6 weeks. However, we are prepared to handle complaints referred to CISAS in line with this reduced timeframe.</p>
<p>Question 3: Do you agree with the findings of our provisional impact assessment?</p>	<p>Confidential? – N</p> <p>Yes, we agree. Regulatory intervention is the most appropriate option to achieve prompt access to ADR.</p>
<p>Question 4: Do you agree with our proposed implementation period?</p>	<p>Confidential? – N</p> <p>Yes, we agree that the proposed six-month implementation period is proportionate.</p>
<p>Question 5: Do you agree with our provisional assessment and proposal to re-approve both schemes based on the approval criteria set out in the Act? Please provide your reasoning.</p>	<p>Confidential? – N</p> <p>Yes, CEDR agrees with the provisional assessment and the proposal to re-approve the schemes. CEDR is very pleased that CISAS was assessed as providing the highest degree of decision clarity and fair & reasonable outcomes, as well as the fastest call response time and positive feedback from users.</p>
<p>Question 6: Do you agree with our proposed changes to the decision-making principles? Please provide your reasoning.</p>	<p>Confidential? – N</p> <p>Yes, we agree with the proposed changes to the wording of the decision-making principles. The changes are minor and intended to enhance clarity, consistency and to avoid repetition and overlap with existing approval criteria under the Act.</p>

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<p>Question 7: Do you agree with our proposed changes to the KPIs including the proposed implementation period? Please provide reasons.</p>	<p>Confidential? – N</p> <p>Yes, we consider the proposed changes to the KPIs to set standards that, while more rigorous than previously, provide appropriate standards for what users of ADR are entitled to expect. The proposed implementation period of three months is appropriate.</p>

Please complete this form in full and return to ADRreview@ofcom.org.uk