

Schedule 5 Information for ADR Bodies

The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015, require you to supply the competent authority (Chartered Trading Standards Institute) with your Schedule 5 (annual) report when it is due.

The Schedule 5 report must be supplied every year (including when you also supply your biennial report) and must be made available on your website as per the legislation. The Schedule 5 report must be supplied to the competent authority and uploaded onto the website within a month of the anniversary of your date of approval as an approved ADR body.

All details of what must be included in the reports can be found below.

This is the minimum data required for reporting, but any other or extra data supplied would be much appreciated for further insight.

As of 1st January 2021, there have been several amendments made to the legislation due to Brexit. It is no longer a requirement of the legislation to handle cross-border disputes and report on these disputes. However, if you continue to handle cross-border disputes, we would ask that you supply any information in relation to these cases.

Additionally, if your ADR scheme's outcome is binding on either party, please provide us with the percentage of whether the outcome was ruled in the consumer or trader's favour at the end of the Schedule 5 report.

Federation of Master Builders

Dispute Resolution Service – Report to CTSI

Schedule 5: 1 January 2024 – 31 December 2024

Information to be included an ADR entity's annual activity report

(a) the number of domestic disputes the ADR entity has received:

No. disputes received (domestic)	No. disputes accepted (continued to case) (domestic)
446	446

FMB staff and our website provide clear instructions for submitting cases, ensuring they are correctly categorised as either Mediation or Membership Monitoring cases. The website offers detailed guidance and conditions to help consumers choose the right path for their specific dispute. Not all cases will meet the criteria to proceed to mediation, although all are accepted.

(b) the types of complaints to which the domestic disputes relate:

The complaints we receive relate to building projects where the client is a domestic consumer. There are various types of complaints that we accept, including issues concerning workmanship, conduct and behaviour, financial matters, health and safety, and often a combination of these.

(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:

Through its work as an ADR entity, the FMB has found that the most common issues causing disputes between consumers and traders include concerns over workmanship, delays in project timelines, unclear contractual terms, payment disagreements, and communication breakdowns. These recurring problems often arise from a lack of mutual understanding or unclear expectations at the start of a project. In some cases, consumers unrealistic expectations can also be a cause of dispute.

- (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:#

To address the recurring issues, the FMB recommends the following steps to improve standards and reduce disputes:

- 1. Use of Clear Contracts: FMB Members should ensure all agreements are detailed, covering the project scope, timelines, payments, and how disputes will be resolved. The FMB offers over 700 documents in our document library, in addition to FMB building contracts, which are provided free of charge to our members, to help with this. Additionally, there is a dedicated Business/Legal helpline for further support.*
- 2. Better Communication: FMB Members should prioritise clear and consistent communication to manage expectations and resolve issues promptly.*
- 3. Focus on Quality: The FMB Code of Conduct sets expectations for how members will deal with their clients and deliver quality work. All members agree to abide by the Code on joining and on renewing their membership, and members who fail to do so can be referred to FMB's Standards Committee. Ongoing training and skills development can also help FMB Members maintain high workmanship standards. The FMB offers Business Coaching and e-learning to support this.*
- 4. Consumer Awareness: Offering guidance to consumers on choosing builders and understanding the process to prevent misunderstandings.*
- 5. Sharing Best Practice: Creating opportunities for builders to learn from each other and adopt proven methods through FMB Member forums. These steps aim to raise standards across the industry and help prevent future disputes.*

- (e) the number of disputes which the ADR entity has refused to deal with, and the percentage share of the grounds set in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes:

The FMB does not reject cases at the initial stage. Each case is carefully reviewed based on the information provided, and additional details are requested if needed to explore ways we can assist. Cases are only declined after this review if they fall outside the scope of what we can offer, such as disputes involving compensation claims, legal action or debt recovery, or matters that are purely financial in nature.

- (f) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for discontinuation:

	No. discontinued	Percentage of discontinued
Discontinued for operational reasons	0	0

Reasons for discontinuation: N/A

- (g) the average time taken to resolve domestic disputes:

	Days
Average time taken to resolve disputes (from receipt of complaint)	59
Average time taken to resolve disputes (from receiving the complete complaint file, i.e. including the Member's response)	32