

ADR ENTITY ANNUAL REPORT – Jennifer Gallagher, Lindsays

1 October 2017 to 30 September 2018

(a) Number of domestic disputes/cross border disputes received:-

Two (all domestic).

(b) Types of complaint

Complaint around missed direct debits by players. Interpretation of terms and conditions.

(c) Systematic/significant problems leading to disputes

None

(d) Recommendations re (c) above

n/a

(e) Number of disputes refused/percentage split between grounds of refusal

None

(f) Percentage discontinued for operational reasons

None

(g) Average time taken to resolve

6 weeks.

(h) Rate of compliance with outcome

n/a

(i) Co-operation of ADR entity within any network re cross border disputes

n/a

(j) % completed in favour of operator

50%

(k) % completed in favour of consumer

50%

(l) % settled by operator during ADR investigation

0%