Chartered Trading Standards Institute
ADR Competent Authority

HIES

Schedule 5 - HIES – 1st August 2025 to 31st July 2026

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

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

No. enquiries received (domestic)	No. enquiries received (cross-border)	No. disputes received (domestic)	No. disputes received (Cross-border)	No. disputes accepted (continued to case) (domestic)	No. disputes accepted (Continued to case) (cross-border)
800	NA	738	NA	738	NA

(b) the types of complaints to which the domestic disputes and cross-border disputes relate;

Types of disputes:

- Cancellation / Refunds 38
- Certificate issues 7
- Compensation 109
- Customer service 52
- Failed appointment 11
- Finance and Payment 2
- Generation issues 6
- Incomplete installations 21
- Miss selling 56
- Performance and Estimates 78
- Product 241
- Workmanship 117

(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;

Product related complaints continue to account for a significant proportion of cases during this reporting period. However, it is important to recognise that these are not all the result of genuine product failures or manufacturing defects. Many complaints arise from unmet customer expectations, buyer's remorse, a lack of understanding of how the technology operates, or products not performing in the way the customer had anticipated. In addition, compensation related complaints have also increased, with some customers seeking levels of redress that are unrealistic or disproportionate to the circumstances. There has also been a noticeable rise in complaints that appear to have been generated AI tools, often using standardised templates containing broad legal assertions or requests for compensation that are not always supported by the facts of the individual case. While valid claims are supported and addressed appropriately it’s important to note that not all requests for compensation are justified.

(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;

HIES can help reduce the number of avoidable complaints by continuing to promote clear, accurate, and consistent information throughout the customer journey. Encouraging members to provide realistic expectations regarding product performance, appearance, and the operation of new technologies at the point of sale can help minimise misunderstandings and buyer's remorse. HIES can also support members through guidance, training, and the sharing of best practice, particularly where complaint trends identify recurring issues. HIES continue to encourage members to contact the ADR and wider business for assistance with complaints rather than feeling that offering compensation every time is the answer as this itself sets a precedence.

(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;

Total no. of disputes rejected	0

Reason	**No. rejected**	**Percentage of rejected**
a) the consumer has not attempted to contact the trader first		
b) the dispute was frivolous or vexatious		
c) the dispute had been previously considered by another ADR body or the court		
d) the value fell below the monetary value		
e) the consumer did not submit the disputes within the time period specified		
f) dealing with the dispute would have impaired the operation of the ADR body		
g) other (enquired too early, not yet complained to trader, trader not member, advice call etc…		

(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	

Reasons for discontinuation:

(g) the average time taken to resolve domestic disputes and cross-border disputes;

	Domestic	**Cross-border**
Average time taken to resolve disputes (from receipt of complaint)	3 days (1st Stage days 1-8)	
Average time taken to resolve disputes (from 'complete complaint file')	17 days (2nd Stage)	

(h) the rate of compliance, if known, with the outcomes the alternative dispute resolution procedures (amongst your members, or those you provide ADR for)

We do not actively measure or monitor this aspect. However, it is worth noting that instances where consumers return due to non-adherence to the agreed-upon terms are exceptionally rare.

(i) This point has been removed in amendments on 1 January 2021

Please add any additional information or data you think might be useful or interesting at the bottom of this report.

Schemes are considering ISO27001 which is only at proposal stage, however if approved and gained ISO 27001 principles can support the responsible use of AI within Schemes by ensuring appropriate controls are in place to protect confidential information, manage access, and ensure AI-generated outputs are reviewed and validated. This helps maintain the security, accuracy, and integrity of information used throughout the ADR process.