

# 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:** 100 St Paul's Churchyard, London, EC4M 8BU

**Tel:**

Communications (CISAS) – 020 7520 3814

Postal services (POSTRS) – 020 7520 3766

**E mail:**

Communications (CISAS) – [cisas@cedr.com](mailto:cisas@cedr.com)

Postal services (POSTRS) – [postrs@cedr.com](mailto:postrs@cedr.com)

**Website:**

Communications (CISAS) – [www.cedr.com/consumer/cisas/overview](http://www.cedr.com/consumer/cisas/overview)

Postal services (POSTRS) – [www.cedr.com/consumer/postrs/overview](http://www.cedr.com/consumer/postrs/overview)

**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:** Disputes about telecommunications services (CISAS) and disputes about postal services (POSTRS).

**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 electronically, by post and over the phone.

**Is the outcome of the procedure binding or non-binding:** The outcome of the procedure is binding on the trader 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.

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

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