

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: Consumer Dispute Resolution Limited (t/a CommsADR)

Address: 12-14 Walker Avenue, Stratford Office Village, Wolverton Mill, Milton Keynes, MK12 5TW

Tel: 020 3540 8063

E-mail: enquiries@cdrl.org.uk

Website: www.cdrl.org.uk/comms-adr

Fees charged: No fee to consumer

Language that complaints can be submitted and handled: CDRL can accept and conduct claims in the following languages: English, French, Spanish, German, Polish, Italian and Dutch.

Types of disputes covered: All 'non-regulated' complaints which include the following:

- Mobile handsets
- Broadband routers
- Cable and satellite television (faulty equipment)
- The location of telegraph poles
- The location of mobile phone masts
- Cable and wiring inside your property
- Courier and postal services
- Non-micro business billing disputes
- Commercial decisions made by communications companies about whether to provide a product or service, and the terms under which they may be provided

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 electronically and by post. CDRL will only accept complaints by telephone in circumstances where a consumer requires reasonable adjustments

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](#)