



The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015

Recent European directives have concentrated on promoting Alternative Dispute Resolution, throughout Europe. The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 will pass into UK law in July 2015 so what do members need to do.

Traders Obligations

These are contained at regulation 19. From 09 July 2015 all members should include within their website, and their terms and conditions details of any ADR process to which they are subject. These should also be included in any letter to a consumer where you have exhausted your internal complaints process.

As all members are subject to at least the RMI Code of Conduct, you should look to making the amendments over the next few days. Details of the RMI's National Conciliation Service should be included and can be found [here](#) and on the RMI's website. If you are subject to other ADR processes either through Motorcodes, Bosch or manufactures own processes these should also be included

As always this advice is general in nature. As an RMI member you have access to the RMI Legal advice line, as well as a number of industry experts for your assistance. Please contact us at any stage for advice and assistance as appropriate.

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