

# CEDR announces multiple certifications for Consumer Dispute Resolution under new EU law

Submitted by: Centre for Effective Dispute Resolution (CEDR)

Friday, 19 February 2016

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Following the formal introduction of the European Union Consumer ADR (Alternative Dispute Resolution) Directive last summer - and with the launch of the new European ODR Platform this week, CEDR (Centre for Effective Dispute Resolution), one of Europe's leading dispute resolution service providers, announces it has been awarded multiple certifications for its work across and wide range of business sectors.

In addition to being certified by the Chartered Trading Standards Institute, CEDR has received certification from other bodies including – the Civil Aviation Authority has approved CEDR for air travel disputes (including delayed flight complaints), Ofcom has certified CEDR for approved schemes it runs for communications (phone and broadband services) and postal services as well as the Gambling Commission for those companies that now use CEDR. CEDR works across more industries than any other consumer ADR provider with businesses (and trade associations) using impartial processes to enable consumers of some of Britain's largest companies to resolve outstanding complaints.

Amongst the industry sectors where businesses are actively using CEDR's services, which fall under the Consumer ADR Directive, are:

- Communications
- Cosmetic Treatments
- Childcare and Education
- Funerals and Estate Planning
- Lotteries and Gambling
- Holidays and Travel (including Aviation)
- Home Building and Residential Services
- Motor Vehicles Sales and Repairs
- Postal Services
- Private Healthcare
- Renewable Energy
- Water and sewage.

Over the last 25 years CEDR has dealt with over 300,000 parties in consumer disputes and helped to resolve over 100,000 commercial complaints across multiple sectors, working with businesses, central and local government and trade bodies who have registered for our services. Each service is designed in collaboration with stakeholders to ensure the solution is fast, effective and provided at a sustainable cost. The Consumer ADR processes that CEDR use are conciliation, adjudication, arbitration and independent complaint review.

In its January 2015 report on Dispute Resolution, TheCityUK, a prominent industry association stated: "CEDR handles 7,700 disputes for all ADR processes, which has increased across the board. One of the reasons for the increase in cases is a growing comfort from in-house legal to use ADR for a variety of different types of dispute."

Dr Karl Mackie CBE, Chief Executive of CEDR commented "The certifications reinforce CEDR's reputation

for balance, fairness and independence with both business and consumers alike and our reach across the business world. As a not-for-profit body delivering valuable disputes resolution services we will continue to focus on innovation in new approaches to solving complaints and disputes, to provide thought leadership and promote understanding of improved dispute resolution with business and the community at large.“

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## NOTES TO EDITORS

### About CEDR

CEDR is a not-for-profit body, founded in 1990, that campaigns for better resolution of disputes and management of conflicts. CEDR's innovative initiatives promote awareness of the need for more effective leadership in collaboration and dialogue and how to achieve it.

CEDR is Europe's largest independent Alternative Dispute Resolution service for both commercial and consumer disputes handling 8,000 to 10,000 cases a year.

CEDR is the leading negotiation and conflict management trainer internationally in the field and its acclaimed Mediator Skills Training course has been undertaken by over 7000 mediators in 70 countries. The CEDR Foundation consults globally on Civil Justice reform and helps businesses develop conflict management systems.

[www.cedr.com](http://www.cedr.com)

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