

ADR Entity Reporting

Information which an ADR entity must communicate to the relevant Competent Authority every two years

Reporting period - 1 October 2023 – 30th September 2025

Name of ADR Provider – Pegasus ADR Service

Biennial activity report required information.

Information as specified in regulations	Basic guidance	Annual Report Qs
a) the number of disputes received by the ADR entity and the types of complaints to which the disputes related	AGC – 51 Bingo – 0 Public House – 0 Referred to Gambling Commission – 3 Online (misdirected) - 44	a & b
b) the percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached.	0%	d
c) the average time taken to resolve the disputes which the ADR entity has received	8 days	e
d) the rate of compliance, if known, with the outcomes of its alternative disputes procedures	100 %	
e) any recommendations the ADR entity may have as to how any systematic or significant problems that occur frequently and lead to disputes between consumers and traders could be avoided or resolved in future	None	l
f) where the ADR entity is a member of any network of ADR entities which facilitates the resolution of cross-border disputes, an assessment of the effectiveness of its cooperation in that network.	Not tested	n
g) where the ADR entity provides training to its ADR officials, details of the training it provides	Annual refresher training provided to individual officials on ADR regulations and content of entity's website; or	

	earlier (as soon as practicable) in the event of any changes.	
h) an assessment of the effectiveness of an alternative dispute resolution procedure offered by the ADR entity and of possible ways of improving it s performance.	Both consumers and traders are encouraged to complete an assessment form after being notified of the outcome. Responses are noted as to how performance can be improved.	