



Schedule 5 Information for ADR Bodies

The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015, require you to supply the competent authority (Chartered Trading Standards Institute) with your Schedule 5 (annual) report when it is due.

The Schedule 5 report must be supplied every year (including when you also supply your biennial report) and must be made available on your website as per the legislation. The Schedule 5 report must be supplied to the competent authority and uploaded onto the website within a month of the anniversary of your date of approval as an approved ADR body.

All details of what must be included in the reports can be found below.

This is the minimum data required for reporting, but any other or extra data supplied would be much appreciated for further insight.

As of 1st January 2021, there have been several amendments made to the legislation due to Brexit. It is no longer a requirement of the legislation to handle cross-border disputes and report on these disputes. However, if you continue to handle cross-border disputes, we would ask that you supply any information in relation to these cases.

Additionally, if your ADR scheme's outcome is binding on either party, please provide us with the percentage of whether the outcome was ruled in the consumer or trader's favour at the end of the Schedule 5 report.

Schedule 5 - HIES – 1 August 2022 to 31 July 2023

Information to be included in an ADR entity's annual activity report

(a) the number of domestic disputes the ADR entity has received;

(This is the total number including enquiries received, cases handled and disputes rejected)

No. enquiries received (domestic)	No. enquiries received (cross-border)	No. disputes received (domestic)	No. disputes received (cross-border)	No. disputes accepted (continued to case) (domestic)	No. disputes accepted (continued to case) (cross-border)
1530	0	1094	0	1094	0

(b) the types of complaints to which the domestic disputes and cross-border disputes relate;

(please state as many different types as required)

Types of disputes:

- Cancellation / Refunds 178
- Certificate issues 29
- Compensation 139
- Customer service 170
- Failed appointment 63
- Finance and Payment 17
- Fit / RHI information 5
- Generation issues 3
- Incomplete installations 51
- Miss selling 51
- Performance & Estimate 60
- Product 185

- Workmanship 143

(c) a description of any systematic or significant problems that occur frequently and lead to disputes between consumers and traders of which the ADR entity has become aware due to its operations as an ADR entity;

(please provide description)

Complaints related to product faults remain the primary reason for grievances received by the Schemes. Since the issues stem from the products themselves, there is limited action that the Schemes can take, as most of these products are typically covered under warranty.

However, concerning workmanship-related complaints, we have taken proactive steps to address the matter. For members who frequently receive complaints about their workmanship, we have implemented an inspection regime. This regime allows us to closely monitor their performance and identify areas for improvement. There has been an increase in complaints for deposit refunds this is primarily regarding 2 large HIES members that have since ceased to trade, HIES are working with any affected consumers who have no other recourse to ensure they are not left in detriment.

We collaborate with these members to assist them in enhancing their processes, thus ensuring the quality of their installations is improved. Additionally, we conduct monthly meetings with Certification Bodies such as Napit and NICEIC to discuss common themes and share insights on how to further enhance workmanship standards across the board.

(d) any recommendations the ADR entity may have as to how the problems referred to in paragraph (c) could be avoided or resolved in future, in order to raise traders' standards and to facilitate the exchange of information and best practices;

(please provide as much information as possible)

HIES maintains consistent communication with installers, actively listening to their concerns and diligently seeking to address the underlying problems. To meet the increasing demand, we have established a network of sub-contractors, which we can share with installers to provide additional support when needed.

Moreover, we actively encourage our installers to directly contact the Schemes to discuss any customer-related issues. This open communication approach allows for the prompt resolution of complaints, eliminating the need for formal mediation.

To ensure standardised practices and adherence to regulations, we have developed a comprehensive set of standard modal contracts. Most installers are required to use these templates to maintain uniformity and transparency in their dealings with customers. However, for those installers who prefer to utilise their own contracts and terms and conditions, we carefully review them in cooperation with Compliance and Primary Authority to ensure compliance with relevant guidelines and regulations.

- (e) the number of disputes which the ADR entity has refused to deal with, and the percentage share of the grounds set in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes;
(please provide a breakdown of reasons and a total number)

Total no. of disputes rejected	0
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Reason	No. rejected	Percentage of rejected
a) the consumer has not attempted to contact the trader first	0	
b) the dispute was frivolous or vexatious	0	
c) the dispute had been previously considered by another ADR body or the court	0	
d) the value fell below the monetary value	0	
e) the consumer did not submit the disputes within the time period specified	0	
f) dealing with the dispute would have impaired the operation of the ADR body	0	
g) other (enquired too early, not yet complained to trader, trader not member, advice call etc...		

- (f) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for discontinuation;
(please provide as many reasons as required)

	No. discontinued	Percentage of discontinued
Discontinued for operational reasons	0	

Reasons for discontinuation:

- (g) the average time taken to resolve domestic disputes and cross-border disputes;
(please provide the average time from receipt of complaint to closure, AND the average time from complete complaint file to closure)

	Domestic	Cross-border
Average time taken to resolve disputes (from receipt of complaint)	3 days (1 st Stage days 1-8)	
Average time taken to resolve disputes (from 'complete complaint file')	19 days (2 nd Stage)	

Total average time taken to resolve disputes	12.88 days
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- (h) the rate of compliance, if known, with the outcomes the alternative dispute resolution procedures (amongst your members, or those you provide ADR for)
(this is the number of traders who complied with the proposed outcome. Please provide a percentage)

We do not actively measure or monitor this aspect. However, it is worth noting that instances where consumers return due to non-adherence to the agreed-upon terms are exceptionally rare.

(i) This point has been removed in amendments on 1 January 2021

Please add any additional information or data you think might be useful or interesting at the bottom of this report.

(any extra data provided is useful)

On 25th May 2023 The Schemes obtained ISO 9001. ISO 9001 is the mark of an organisation that is demonstrating their commitment of quality throughout their business.

On 27th July 2023 The Schemes successfully passed their annual Trustmark audit. TrustMark is the Government Endorsed Quality Scheme that covers work a consumer chooses to have carried out in or around their home.