

NetNeutrals EU Activity Report 2019-2020

This report is provided under The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015, schedule 5 and records the annual activity of the NetNeutrals EU (“NetNeutrals”) ADR scheme.

NetNeutrals EU Ltd (“NetNeutrals”) was approved by Chartered Trading Standards Institute (“CTSI”), pursuant to the Alternative Dispute Resolution for Consumer Disputes Regulations 2015, as an approved provider of alternative dispute resolution services (“ADR”).

NetNeutrals is approved to operate disputes arising out of consumer contracts in the consumer goods and services, leisure services and transport services. More information can be found here: <https://www.tradingstandards.uk/commercial-services/adr-approved-bodies/net-neutrals>

For the year commencing on 1 April 2019 and ending on 31 March 2020, NetNeutrals has no activity to report under schedule 5 of the above regulations and to this end can confirm that it received no applications (either domestic or cross- border), thereby no refusals were made under the stated grounds, no cases were discontinued due to operational reasons and no co-operation with cross- border agencies was required. NetNeutrals made no recommendations, and is unable to confirm any systemic issues arising out of cases since (as stated above) none were forthcoming in this year of operation. NetNeutrals has, however provided some advice and guidance to consumers in redirecting them to companies that might assist them in resolution of their dispute.

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