



Schedule 5 - HIES, DGCOS, HICS - 1/8/2020-1/8/2021

This report covers the following consumer protection organisations:

- HIES, the Home Insulation and Energy Systems Quality Assured Contractors Scheme, a Chartered Trading Standards Institute approved code of practice operating in the domestic renewables market
- DGCOS, the Double Glazing and Conservatory Ombudsman Scheme
- HICS, the Home Improvement Consumer Protection Scheme All schemes are approved by the Chartered Trading Standards Institute for Alternative Dispute Resolution

ADR entity's annual activity report

the number of domestic disputes the ADR entity has received.

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)
810	0	637	0	637	0

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

Types of disputes:

- Cancellations – 13 2.04%
- Certification – 4 0.63%
- Compensation – 21 3.30%
- Customer Service – 93 14.60%
- Failed Appointments – 5 0.78%
- Finance – 9 1.41%
- FIT / RHI – 3 0.47%
- Generation – 6 0.94%
- Incomplete Installation – 10 1.57%
- Mis-selling – 47 7.38%
- Performance estimates – 52 8.16%
- Product – 292 45.84%
- Workmanship – 82 12.87%

(b) 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;

Product issues still present a problem, failed parts, manufacturers taking excessive amounts of time to attend, questions over who responsible trader / manufacturer. Issues with stock levels because of Covid

(c) 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;

Product faults is still the main reason for complaints into the Schemes. As it's the products there isn't much that the Schemes can do with this, all are generally covered under warranty. It would be good if we can build better relationships with manufacturers to assist with this process and encourage installers to do the same and at least try and cut down the time scales for repairs / replacements.

(d) 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;

Total no. of disputes rejected	2
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Reason	No. rejected	Percentage of rejected
a) the consumer has not attempted to contact the trader first	0	0
b) the dispute was frivolous or vexatious	2	0.31%
c) the dispute had been previously considered by another ADR body or the court	0	0

d) the value fell below the monetary value	0	0
e) the consumer did not submit the disputes within the time period specified	0	0
f) dealing with the dispute would have impaired the operation of the ADR body	0	0
g) other (enquired too early, not yet complained to trader, trader not member, advice call etc...)	0	0

(e) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for discontinuation;

	No. discontinued	Percentage of discontinued
Discontinued for operational reasons	5	0.78%

Reasons for discontinuation: Traders were in the process of ceasing to trade or ceased to trade within the mediation process.

(f) the average time taken to resolve domestic disputes and cross-border disputes;

	Domestic	Cross-border
Average time taken to resolve disputes (from receipt of complaint)	3 days (1st stage days 1-8)	0
Average time taken to resolve disputes (from 'complete complaint file')	18 days (2 nd Stage)	0

Total average time taken to resolve disputes	7.5 days
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There are no cross-border complaints.

(g) the rate of compliance, if known, with the outcomes the alternative dispute resolution procedures (amongst your members, or those you provide ADR for)

We do not measure or monitor this, consumers would come back if the agreement already made was not adhered to. This very rarely happens.

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