

## Schedule 5 - DGCOS – 1<sup>st</sup> August 2023 to 31<sup>st</sup> July 2024

Information to be included 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)
58	NA	78	NA	78	NA

(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 1
- Certificate issues 0
- Compensation 4
- Customer service 8
- Failed appointment 0
- Incomplete installations 0
- Miss selling 0
- Product 42
- Workmanship 23

(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;

- Complaints related to product issues remain the primary reason why customers contact DGCOS. However, this is often due to the product not meeting the customer's performance or aesthetic expectations, rather than an actual product failure. Genuine product faults are covered by the manufacturer's warranty, and DGCOS ensures that installers address and resolve these issues appropriately.

(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)*

Complaints for DGCOS scheme members account for just 0.5% of overall registrations, making the complaint rate extremely low. DGCOS will continue to encourage installers to contact the scheme before complaints escalate to ADR and will persist in providing regular marketing information.

(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	0
b) the dispute was frivolous or vexatious	0	0
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

- (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 (1st stage days 1-8)	

Average time taken to resolve disputes (from 'complete complaint file')	14 days (2 <sup>nd</sup> Stage)	
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Total average time taken to resolve disputes	8.5 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.

On 25th May 2023 DGCOS, HIES and HICS obtained ISO 9001. ISO 9001 is the mark of an organisation that is demonstrating their commitment of quality throughout their business.

Our surveillance audit was 9<sup>th</sup> May 2024, and I am pleased to update that we passed with 0 nonconformities.