



**The AA's mission is to create confidence for drivers now and for the future. Our mediation service supports dealers and their customers in the event of a dispute, to ensure they achieve a fair outcome.**

## Schedule 5 - AA Cars Mediation - 2023 -2024

(a) 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)
69	0	1314	0	1100	0

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

Types of disputes:

- Cosmetic Issues
- Deposit Dispute
- Vehicle Fault
- Lack Of Documents
- Poor Customer Service
- Wear And Tear Items

(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;

Disputes often arise when a vehicle develops a fault following the sale, sometimes due to normal wear and tear, which leads to disagreements over responsibility for repairs.

(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;

We recommend that consumers organise an AA inspection before purchase. This has been advertised more widely across the AA Cars platform to ensure consumers are aware of the service and the benefits of using it.



- (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;

Total no. of disputes rejected	214
--------------------------------	-----

Reason	No. rejected	Percentage of rejected
a) the consumer has not attempted to contact the trader first	23	11%
b) the dispute was frivolous or vexatious	0	
c) the dispute had been previously considered by another ADR body or the court	95	44%
d) the value fell below the monetary value	0	
e) the consumer did not submit the disputes within the time period specified	11	5%
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...)	85	40%

- (f) 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	0	0

Reasons for discontinuation:

N/A

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

	<b>Domestic</b>	<b>Cross-border</b>
Average time taken to resolve disputes (from receipt of complaint)	25 days	0
Average time taken to resolve disputes (from 'complete complaint file')	N/A	0

Total average time taken to resolve disputes	25 days
--	---------

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

99%