

**AA Cars endeavours to provide an excellent service to both our dealerships and consumers. Our mediation service aims to support both parties to ensure we achieve the fairest outcome for all.**

### Schedule 5 - AA Cars Mediation - 2022 -2023

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

1339 disputes 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)
17	0	1339	0	1133	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;

Mechanical faults are often the cause of disputes.

- (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;

Some of our dealers choose to have their vehicles independently inspected by us, so that the consumer has added reassurance that the vehicle has been independently inspected by an AA mechanic.

We also offer consumers the opportunity to pay to have their vehicle inspected before purchase providing added peace of mind.

Some Consumers are unaware of this service and therefore, do not take advantage of it.

We are looking for ways to increase consumer awareness of our vehicle inspection service for example increasing its prominence on our website.

- (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	206
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Reason	No. rejected	Percentage of rejected
a) the consumer has not attempted to contact the trader first	12	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	12	3%
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...	182	97%

- (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;

	Domestic	Cross-border
Average time taken to resolve disputes (from receipt of complaint)	26 days	0
Average time taken to resolve disputes (from 'complete complaint file')	N/A	0

Total average time taken to resolve disputes	26 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)

99% of our dealers have complied with the code - 6 dealers have been terminated due to non compliance.