

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 - 2024 - 2025

Information to be included in an ADR entity's annual activity report

(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)
51	0	1612	0	1301	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 due to differing views on whether the fault is a result of normal wear and tear or a pre existing defect.

Consumers typically expect the trader to take responsibility for all repairs, while dealers may argue that an issue is consistent with reasonable usage and therefore not covered. This lack of clarity around fault origin and liability is a common source of conflict, particularly in the used car sector, and has been observed in the disputes received.

- (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;

To help reduce the likelihood of post sale disputes, we encourage consumers to arrange an independent vehicle inspection, such as one provided by the AA prior to purchase. This proactive step allows buyers to make informed decisions based on a professional assessment of the vehicle's condition.

In recognition of its value, the AA inspection service has been promoted more prominently across the AA Cars platform to raise awareness among consumers and highlight the benefits of using it as part of the buying process.

By increasing visibility and uptake of this service, we aim to support more transparent transactions and minimise disputes between buyers and sellers.

- (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	311
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Reason	No. rejected	Percentage of rejected
a) the consumer has not attempted to contact the trader first	32	10%
b) the dispute was frivolous or vexatious	0	
c) the dispute had been previously considered by another ADR body or the court	132	42%
d) the value fell below the monetary value	0	
e) the consumer did not submit the disputes within the time period specified	11	4%
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...	136	44%

- (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)	35 days	0
Average time taken to resolve disputes (from 'complete complaint file')	0	0

(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%

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