



Alternative Dispute Resolution – Fair Usage Policy

The Alternative Dispute Resolution service open to consumers of endorsed traders where they have exhausted the trader's own complaints handling procedures and are unable to find a resolution to their complaint. The service is free to customers of endorsed traders and free to the endorsed trader provided that the Alternative Dispute Resolution service does not find in favour of the customer.

The cost of the service is met by Which? Trusted Traders and is based on reasonable usage of the service. Where a trader has a disproportionate number of cases it places a burden on Which? Trusted Traders. The agreement allows for Which? Trusted Traders to charge for any case that exceeds the fair usage policy irrespective of the outcome of the case. The fee is set out in the Frequently Asked Questions section of the website <https://trustedtraders.which.co.uk/for-traders/faqs/> under 'How much does it cost to become a Which? Trusted Trader?' See <https://trustedtraders.which.co.uk/for-traders/faqs/#:~:text=How%20much%20does%20it%20cost%20to%20become%20a%20Which%3F%20Trusted%20Trader%3F>

This policy sets out what Which? Trusted Traders considers to be fair usage of its Alternative Dispute Resolution service.

1. Businesses with up to 5 employees - 2 DRO cases in a 12-month period or 3 in a 24-month period, after which the trader will need to pay for every DRO case, this will end if there are no DRO cases in the next 12-month period
2. Businesses with between 5 and 40 employees - 3 DRO cases in a 12-month period or 5 in a 24-month period, after which the trader will need to pay for every DRO case, this will end if there are no DRO cases in the next 12-month period
3. Businesses with over 40 employees - 4 DRO cases in a 12-month period or 7 in a 24-month period after which the trader will need to pay for every DRO case, this will end if there is no more than 1 DRO case in the next 12-month period