

Appendix D Annual activity report		Page 1		
Name of Organisation: Reporting Date: Reporting Period: Reported by:		Removals Industry Ombudsman Scheme (RIOS) 15/12/2018 12 months to 30 June, 2018 AR Kaye		
Please tell us the total number of 'domestic' and cross-border' disputes you have received in the reporting year, as well as the types of complaints to which the domestic disputes and cross-border disputes relate. NB: Provide us with data using whatever categorisation system you use. If your categorisation changes during the year, then let us know the information up to the change and afterwards, explaining what has changed and how. Use a footnote to the data to explain this change. Category 1 Category 2 Category 3 Category 4 Category 5	Domestic disputes type	Number received	Cross border dispute type	Number received
			179	
	Total number of domestic disputes received	179	Total number of cross border disputes received	0

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	Systematic or significant problems occurring frequently		How can these problems be avoided or resolved in the future															
Tell us about any systematic or significant problems that occur frequently and lead to the disputes. In addition, tell us how any recommendations you may have can help to avoid or resolve these problems in the future.	Volume calculations		Both consumers and removers would benefit from greater clarity about the basis for volume calculations.															
Disputes Refused:	Total No. of disputes you have refused																	
Please tell us the total number of disputes with which you have refused to deal.	No.																	
With reference to Annex B, provide the breakdown below, as appropriate: Percentage breakdown by permitted grounds: 1 Insurance matters 2 Non-member remover 3 Removers complaint procedure not completed 4 Referral to other ADR provider 5 Subject to action elsewhere/out of time Total, as above	<table border="1"> <thead> <tr> <th data-bbox="783 1697 943 1731">No.</th> <th data-bbox="943 1697 1114 1731">%</th> </tr> </thead> <tbody> <tr> <td data-bbox="783 1731 943 1776">21</td> <td data-bbox="943 1731 1114 1776">12</td> </tr> <tr> <td data-bbox="783 1776 943 1821">56</td> <td data-bbox="943 1776 1114 1821">31</td> </tr> <tr> <td data-bbox="783 1821 943 1865">18</td> <td data-bbox="943 1821 1114 1865">10</td> </tr> <tr> <td data-bbox="783 1865 943 1910">38</td> <td data-bbox="943 1865 1114 1910">21</td> </tr> <tr> <td data-bbox="783 1910 943 1933">9</td> <td data-bbox="943 1910 1114 1933">5</td> </tr> <tr> <td data-bbox="783 1933 943 1966">142</td> <td data-bbox="943 1933 1114 1966">79</td> </tr> </tbody> </table>		No.	%	21	12	56	31	18	10	38	21	9	5	142	79		
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ADR Procedures: Percent of ADR procedures discontinued for operational reasons and, if known, the reasons. Identify by type of reason	Total number of discontinued operational procedures:	Discontin'd	No. 0
	Total Number of discontinued operational procedures as % of total ADR procedures initiated	Discontin'd	% 0
Discontinued ADR procedures, by stated reason. 1 2 3 4 5			No. 0
Total number, as above			0
Turnaround: Average number of working days taken to resolve Domestic disputes	Domestic disputes	26	Days
Turnaround: Average number of working days taken to resolve Cross-Border disputes	Cross-border disputes	n/a	Days
Compliance: Percent rate of compliance, if known, with the outcomes of the ADR procedure.	Compliance with ADR	100	%
Cross-border cooperation: Tell us how you have cooperated, if at all, with the resolution of cross-border disputes			