

| Appendix D Annual activity report   |  | Page 1          |  |                 |
|---|--|-----------------|--|-----------------|
| <b>Name of Organisation:</b><br><b>Reporting Date:</b><br><b>Reporting Period:</b><br><b>Reported by:</b>   | Removals Industry Ombudsman Scheme (RIOS)<br>30/09/2019<br>12 months to 30 June, 2019<br>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.<br>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.<br>Category 1<br>Category 2<br>Category 3<br>Category 4<br>Category 5 | Domestic disputes type   | Number received | Cross border dispute type                      | Number received |
|   |  |                 | 251  |                 |
|   | Total number of domestic disputes received   | 251             | Total number of cross border disputes received | 0               |

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|--|--|---|
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|  | <b>Systematic or significant problems occurring frequently</b> | <b>How can these problems be avoided or resolved in the future</b>  |
| <p>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.</p> | <p>Addressing complaints</p> <p>Changes to arrangements.</p>   | <p>The benefits of good complaints handling have yet to be appreciated by some removal company. Others need to learn the lesson and improve the manner in which they deal with customers who complain.</p> <p>Significant numbers of issues arise when arrangements need to be changed. Better communication between the parties would do it.</p> |
| <b>Disputes Refused:</b>   | <b>Total No. of disputes you have refused</b>                  |   |
| Please tell us the total number of disputes with which you have refused to deal.   | <b>No.</b>   |   |
| With reference to Annex B, provide the breakdown below, as appropriate:  |  |   |
| Percentage breakdown by permitted grounds:   | <b>No.</b>   | <b>%</b>  |
| 1 Insurance matters  | 41   | 16  |
| 2 Non-member remover   | 102  | 41  |
| 3 Removers complaint procedure not completed   | 6  | 2   |
| 4 Referral to other ADR provider   | 28   | 11  |
| 5 Subject to action elsewhere/out of time  | 10   | 4   |
| Total, as above  | 187  | 74  |

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|---|---|-------------|--------|
| <b>ADR Procedures:</b><br>Percent of ADR procedures discontinued for operational reasons and, if known, the reasons. Identify by type of reason | <b>Total number of discontinued operational procedures:</b>                                       | Discontin'd | No. 0  |
|   | <b>Total Number of discontinued operational procedures as % of total ADR procedures initiated</b> | Discontin'd | % 0    |
| <b>Discontinued ADR procedures, by stated reason.</b><br>1<br>2<br>3<br>4<br>5  |   |             | No. 0  |
| Total number, as above  |   |             | 0      |
| <b>Turnaround:</b><br>Average number of working days taken to resolve Domestic disputes   | <b>Domestic disputes</b>  | 23          | Days   |
| <b>Turnaround:</b><br>Average number of working days taken to resolve Cross-Border disputes   | <b>Cross-border disputes</b>  | n/a         | Days   |
| <b>Compliance:</b><br>Percent rate of compliance, if known, with the outcomes of the ADR procedure.   | <b>Compliance with ADR</b>  | 100         | %      |
| <b>Cross-border cooperation:</b><br>Tell us how you have cooperated, if at all, with the resolution of cross-border disputes                    |   |             |        |