



Department for
Business & Trade



HM Treasury

Lord Stockwood
Minister for Investment
Department for Business and Trade &
HM Treasury

Old Admiralty Building
Admiralty Place
Whitehall
London
SW1A 2DY

W: www.gov.uk

House of Lords
London
SW1A 0PW

4th March 2026

Dear Noble Lords,

Thank you for your constructive engagement on 25 February in relation to The Digital Markets, Competition and Consumers Act 2024 (Alternative Dispute Resolution) (Conferral of Functions) Regulations 2026 (“the ADR Functions Regulations”) and The Digital Markets, Competition and Consumers Act 2024 (Alternative Dispute Resolution) (Consequential Amendments) Regulations 2026.

During the session, I said I would follow up about (i) publicising Alternative Dispute Resolution (ADR) and the role of the Chartered Trading Standards Institute (CTSI); and (ii) costs for ADR providers.

Publicising ADR and the CTSI

The ADR Functions Regulations require the CTSI to publish information for the benefit of consumers, including details about ADR providers, their areas of expertise and contact information. This will be available on the CTSI’s website.

The CTSI will engage in various consumer and business awareness campaigns and is updating the website guidance for businesses on [Business Companion](#). The Department for Business and Trade also funds the Citizens Advice Consumer Service, who provide advice to consumers about resolving their issues, including by signposting ADR schemes.

Further, a trader who is required to participate in ADR by legislation or contract must tell the consumer about the option to pursue ADR when communicating the outcome of a consumer complaint. This requirement ensures that the consumer, if dissatisfied with the outcome of the complaint, is made aware of those arrangements. The ADR Functions Regulations enable the CTSI to issue an enforcement notice to traders where this requirement is not met.

Costs for ADR providers

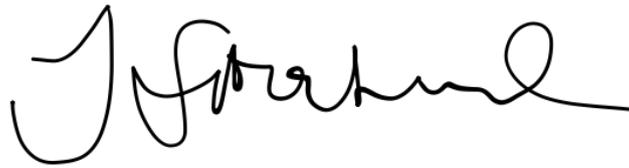
The Digital Markets, Competition and Consumers Act 2024 requires fees charged by the CTSI to ADR providers to be set at levels commensurate, over a reasonable course of time, with the costs of CTSI performing the relevant ADR functions and provide cost recovery for CTSI. The fees will be set in relevant regulations, at a level that allows

CTSI to deliver the quality and rigour of service expected under the new ADR regime. The inclusion of cost caps will clarify the maximum costs to ADR providers of becoming accredited, maintaining their accreditation or making changes to their accreditation.

I hope this letter addresses the points raised by the Noble Lords satisfactorily.

I will place a copy of this letter in the House of Lords Library, for future reference.

With best wishes,

A handwritten signature in black ink, appearing to read 'J. Stockwood', written in a cursive style.

**Lord Stockwood of Great Grimsby and Cleethorpes
Minister for Investment
Department for Business and Trade and His Majesty's Treasury**