



Chartered Trading Standards Institute (CTSI) became the competent body authorised by Government to run a rigorous approval process. Their role is to ensure that bodies applying for approval meet the requirements of the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015; Amendment Regulations 2015. CTSI ensures each ADR body meets the quality criteria provided by the Regulation. FMB have been an approved ADR body since August 2015 and as part of our approval, we are required each year to provide information about the numbers and types of complaints that have been dealt with.

FMB provides a service that can assist consumers who have a dispute with a member company. A consumer is defined as a private individual who has entered into a contract with a member and has not made the contract in the course of a business. Any building work carried out to the property must be the clients' main residence, so our service does not include let properties. We are unable to provide assistance in relation to non-members of our organisation but will signpost consumers as appropriate.

The service provided by FMB is free to members and consumers ("the parties") however if the dispute cannot be resolved then the parties will be offered the option to use independent mediation outside the remit of FMB. We currently use Small Claims Mediation (SCM) and should the parties wish to use this service then a nominal charge will be payable to direct to SCM in line with the requirements of the legislation.

Between 1 October 2020 and 30 September 2021, 483 dispute forms were submitted to the FMB service; 17 of these dispute forms when investigated fell outside of our process and FMB was unable to offer assistance. Examples would be when a company were no longer FMB members and/or compensation claims.

The types of disputes accepted for assistance were unsatisfactory building work, schedule delays, incomplete works, snagging, additional charges, and failure to provide certificates and guarantees on completion.

The average number of days a case was open was 38.5 days.

FMB takes complaints against members seriously and members are expected to engage with us in relation to disputes that have been made by a consumer. During the reported period 37 members were expelled for failing to follow the disputes process and/or the outcome of an FMB Standards Committee.