

ADR criteria

In this section

There is a list of criteria that ADR bodies must comply with if they are to become 'approved' ADR bodies for the purposes of the legislation.

A large part of the regulations contains detailed criteria laying down how an approved ADR body is to operate. All approved ADR bodies have to prove that they meet a strict set of criteria covering:

- how the ADR body can be accessed
- expertise, independence and impartiality
- conflict of interest, ensuring that the ADR body acts impartially
- transparency
- effectiveness
- fairness
- legality
- reasons the ADR body can refuse to deal with a case

The criteria are detailed to ensure that the parties have confidence in the ADR process.

[< Types of ADR](#)

[> Competent authorities](#)

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