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**AUTHORISED
RETAILERS™**

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STAR - Alternative Dispute Resolution Information for Members

STAR is approved as a consumer ADR body for the purposes of the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015. This approval is granted by the Chartered Trading Standards Institute under arrangements delegated to them by the Secretary of State for the Department of Business, Energy and Industrial Strategy.



Chartered Trading
Standards Institute

STAR's Dispute Resolution Procedures

Members need to be aware of the information that must be provided to customers to inform them about dispute resolution. Examples of the information that is required both by email and within terms and conditions/on websites are included below.

Key details to note are:

- The timescales applied and stages of the ADR procedure. These are detailed in STAR's Full ADR Procedure which can be found at: <http://www.star.org.uk/adr>
- Reporting requirements of CTSI mean that anonymised annual reports must be made available to public, via the STAR website, and upon request.
- Any information or evidence provided regarding a complaint, in a durable medium, from either party to a dispute, may be shared with the other party to the dispute upon request to comment on. Any concerns prior to providing evidence can be addressed by contacting STAR by phone.
- Members do not have the option to withdraw from the ADR process but customers can do so and should notify STAR.
- The information that members should provide both on their website and to consumers at the point of a complaint being exhausted, are detailed below.





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Providing details of STAR's ADR service to customers

Under the Alternative Dispute Resolution regulations, all traders are required to direct consumers to an approved ADR body if they are unable to resolve a dispute. This is information that members should already be providing to customers under those regulations, also indicating whether or not they are willing to use that ADR body.

As STAR is now approved, all members should indicate on their website and in their general terms and conditions, as a minimum, that they are a member of STAR which is an approved ADR body and STAR's website address.

In addition, when reaching a point when it is not possible to settle a dispute directly with a customer, members must inform the consumer of the following in a letter or other durable form:

- A clear, final statement that the member cannot settle the dispute with the consumer
- The name and website of an approved ADR body in the sector (STAR)
- That, as a member of STAR, the company is obliged to use STAR as an ADR body to help try to resolve the dispute

Example 1: Providing ADR information in a final response:

Unfortunately, we can't escalate this any further for you to change the outcome. We're sorry if you're not happy with the decision we've taken. If you wish to take this further, the next step would be to contact STAR (Society of Ticket Agents and Retailers). We are members of STAR and they provide a free and approved dispute resolution service for customers of STAR members.

To register a dispute through STAR, you should visit <https://www.star.org.uk/dispute-resolution/> and follow the steps there and complete the relevant form. If you would prefer to write to them, their address is:

Society of Ticket Agents and Retailers

Blake House

18 Blake Street

York

YO1 8QG





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Example 2: Information provided in T&C's and available on your website:

The following is in addition to information you provide regarding your internal procedures and policies on complaint handling:

If we are unable to settle any dispute by negotiation and you are not satisfied with our final response, you may attempt to settle it through Alternative Dispute Resolution and can contact The Society of Ticket Agents and Retailers (STAR). We are members of STAR and they provide a free and approved dispute resolution service for customers of STAR members.

To register a dispute through STAR, you should visit <https://www.star.org.uk/dispute-resolution/> and follow the steps there and complete the relevant form. If you would prefer to write to them, their address is:

**Society of Ticket Agents and Retailers
Blake House
18 Blake Street
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Further Information

- [ADR – Guidance for Businesses](#)
- [CTSI Website](#)
- [STAR's information on ADR](#)
- [STAR's full ADR procedure](#)

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