



Digital Markets, Competition and Consumers Act 2024

2024 CHAPTER 13

PART 4

CONSUMER RIGHTS AND DISPUTES

CHAPTER 4

ALTERNATIVE DISPUTE RESOLUTION FOR CONSUMER CONTRACT DISPUTES

Prohibition on acting as ADR provider without accreditation etc

PROSPECTIVE

293 Prohibitions relating to acting as ADR provider

- (1) A person must not carry out ADR in relation to a consumer contract dispute unless the person—
 - (a) is an exempt ADR provider whose exemption covers the ADR being carried out,
 - (b) is an accredited ADR provider whose accreditation covers the ADR being carried out, or
 - (c) is acting under special ADR arrangements made by—
 - (i) an exempt ADR provider whose exemption covers the making of those special ADR arrangements, or
 - (ii) an accredited ADR provider whose accreditation covers the making of those special ADR arrangements.
- (2) A person must not make special ADR arrangements in relation to any one or more consumer contract disputes unless the person is—

Status: This version of this provision is prospective.

Changes to legislation: There are currently no known outstanding effects for the Digital Markets, Competition and Consumers Act 2024, Section 293. (See end of Document for details)

- (a) an exempt ADR provider whose exemption covers the making of those special ADR arrangements, or
- (b) an accredited ADR provider whose accreditation covers the making of those special ADR arrangements.

Commencement Information

II S. 293 not in force at Royal Assent, see [s. 339\(1\)](#)

Status:

This version of this provision is prospective.

Changes to legislation:

There are currently no known outstanding effects for the Digital Markets, Competition and Consumers Act 2024, Section 293.