



THE INDEPENDENT
FOOTBALL OMBUDSMAN

The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015

Annual Activity Report 2024

Schedule 5: 12/02/24 – 11/02/25



Schedule 5 Regulation 11(2) – CTSI Activity Report IFO - Year Ending February 2025

Information to be included an ADR entity's annual activity report

(a) the number of domestic disputes the ADR entity has received;

No. enquiries received (domestic & cross border)	No. disputes received (domestic)	No. disputes received (Cross-border)	No. disputes accepted (continued to case) (domestic)	No. disputes accepted (Continued to case) (cross-border)
882	137	9	115	5

(b) the types of complaints to which the domestic disputes and cross-border disputes relate;

The IFO deals with a great variety of cases which include sanctions imposed on supporters, stewarding and ticketing issues, demands for refunds and compensation, together with claims that there were shortcomings in the way the governing bodies [the Football Association, the Premier League, and the English Football League] have been exercising their powers. Types of dispute rejected include out of scope cases which commonly involve on-field matters, such as refereeing, VAR or player behaviour.

Types of disputes:

- supporter sanctions for ticket touting, behavioural issues and breaches of ticket terms and conditions,
- membership schemes and season ticket renewal issues,
- matchday incidents,
- during the reporting year, the IFO's remit in relation to grassroots football and the Women's game was strengthened,
- breaches of the Code of Conduct for Gambling Related Agreements in Football were added to the IFO's jurisdiction.

(c) a description of any systematic or significant problems that occur frequently and lead to disputes between consumers and traders of which the ADR entity has become aware due to its operations as an ADR entity;

In the year under review some of the most common in-scope problems related ticketing, suspensions and bans.

(d) any recommendations the ADR entity may have as to how the problems referred to in paragraph (c) could be avoided or resolved in future, in order to raise traders' standards and to facilitate the exchange of information and best practices;

IFO Adjudication Reports sometimes contain recommendations. The IFO has not made any formal recommendations in the reporting period.

(e) the number of disputes which the ADR entity has refused to deal with, and the percentage share of the grounds set in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes;

Total no. of disputes rejected	18
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Reason	No. rejected	Percentage of rejected
a) the consumer has not attempted to contact the trader first	8	44.4
b) the dispute was frivolous or vexatious	0	
c) the dispute had been previously considered by another ADR body or the court	0	
d) the value fell below the monetary value	0	
e) the consumer did not submit the disputes within the time period specified	0	
f) dealing with the dispute would have impaired the operation of the ADR body	0	

g) other (enquired too early, not yet complained to trader, trader not member, advice call etc...	10	55.6
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(f) *the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for discontinuation;*

	No. discontinued	Percentage of discontinued
Discontinued for operational reasons	0	0

Reasons for discontinuation:

There were no complaints which were discontinued during the adjudication process and all cases were completed.

(g) *the average time taken (calendar days) to resolve domestic disputes and cross-border disputes;*

	Domestic	Cross-border
Average time taken to resolve disputes (from receipt of complaint)	65.2	37.4
Average time taken to resolve disputes (from 'complete complaint file')	40.1	24.8

(h) *the rate of compliance, if known, with the outcomes the alternative dispute resolution procedures (amongst your members, or those you provide ADR for).*

Like many Ombudsman and ADR schemes the findings of the IFO are non-binding on the parties. Under the agreed procedure the relevant football body is required to make a public statement of the reasons if they felt unable to implement IFO findings.

Given that no recommendations were made, the relevant football body was not required to make a public statement.

(i) This point has been removed in amendments on 1 January 2021

The IFO is a member of the Ombudsman Association which is a network of some 50 ADR type schemes. This organisation publicises good practice and arranges conferences and meetings to facilitate shared learning between members. The IFO has continued to receive the benefit of advice and support of its Advisory Panel.



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