**Worksheet 1.16b: Questions about ADR**

Use Robbie’s information about ADR on Worksheet 1.16a to answer the questions below.

1. What does ADR stand for?
2. Give **two** advantages of using ADR rather than going to court.

#

* 1.
1. What are the **three** main types of ADR called?

#

* 1.
	2.
1. Why is it usually in a seller’s interests for a customer to be satisfied after ADR?
2. Why is it important that ADR covers both services (e.g. how good your wi-fi connection is) and products (e.g. whether a mobile works)?

**Theme A Living together in the UK**

© HarperCollins*Publishers* Ltd 2016 **6**