



Chartered Trading  
Standards Institute  
**ADR Competent Authority**

## Approval as a Consumer ADR Body

This is to certify that

**Bus Users UK Ltd**

Has been approved as a Consumer ADR Body  
for purposes of the Alternative Dispute Resolution  
for Consumer Disputes (Competent Authorities  
and Information) Regulations 2015

**3<sup>rd</sup> April 2017**

Approval is granted by us under arrangements delegated to us by the Secretary of State  
for the Department of Business, Innovation and Skills.



CTSI Chief Executive