

## Summary of Dispute Resolution Service Data for 2011

For the 2011 calendar year, there were a total of 41 valid complaints.

28 complaints were deemed invalid (e.g. involved non .nz domain names, no signed copy received)

Of the 41 valid complaints received during 2011:

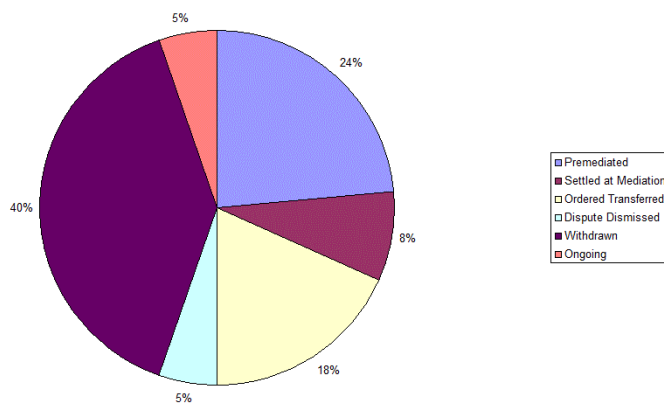
- 11 proceeded to an Expert determination
- 10 ordered transferred
- 1 disputes was dismissed
- No appeals were lodged.

4 of the 11 disputes that proceeded to mediation were resolved

12 disputes settled prior to the appointment of the mediator

14 disputes were withdrawn

Outcomes for Disputes lodged in 2011



Month	Complaints	Premediated settlement	Mediated settlement	Transfer ordered	Dispute dismissed	Cancellation ordered	Dispute withdrawn
<b>Total 11</b>	<b>41</b>	<b>12</b>	<b>4</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>14</b>
12-2011	5	0	1	3	0	0	1
11-2011	5	0	0	2	0	0	3
10-2011	2	0	0	0	0	0	2
09-2011	3	2	0	1	0	0	0
08-2011	8	2	2	1	1	0	2
07-2011	3	1	0	0	0	0	2
06-2011	3	1	0	0	0	0	2
05-2011	2	1	0	0	0	0	1
04-2011	3	2	0	1	0	0	0
03-2011	3	2	1	0	0	0	0
02-2011	1	1	0	0	0	0	0
01-2011	4	0	0	2	0	0	2