This document contains information about the UK Dispute Resolution Service (UK DRS). The service is run by Nominet, a company that manages the .uk domain. The UK DRS provides a way for companies to resolve disputes over the use of Domain Name System (DNS) addresses.

Key facts:
- In 2019, Nominet handled 6,100,000 complaints, up from 5,300,000 in 2018.
- The majority of complaints were about fashion and automotive brands, followed by health and lifestyle products.
- The common industries for complaints were e-commerce, fashion, health, and lifestyle.
- The average case duration was 47 days, with a median of 46 days.
- A total of 1,500 complaints resulted in a domain name transfer, and 1,000 cases involved a domain name cancellation.
- Nominet's fee for decisions is not profit-based; it covers the cost of running the service.
- The service is available to complainants and respondents from any country.
- The disputes are resolved through independent expert decision, guided by the rules of the London Court of International Arbitration (LCIA).

For more information, visit nominet.uk/disputes.