

Reaching a Conclusion

Introduction

Our impartial service aims to resolve disputes in a way that's fair to both parties. It's a free alternative to going to court that doesn't require legal assistance.

Reaching a conclusion

We reach fair and reasonable conclusions by considering:

- The dispute raised and the information submitted by both parties.
- Consumer rights.
- Relevant legislation and expected industry practice.
- We make our conclusion.
- What can be done to put things right.

Training

Our Dispute Resolution Executives have sector specific training that covers relevant industry laws and practices. Whilst some colleagues have legal sector experience, it's not required to be able to reach fair and balanced conclusions.

Support

Our Partnership team provide one-to-one support and industry advice. The Partner Support team are happy to answer any questions about specific disputes, our conclusions or how we work.

Our guidance pages, products and training materials are designed to be useful resources.