

# QASSS ALTERNATIVE DISPUTE RESOLUTION PROCEDURE

QASSS's average dispute resolution time is 3.59 days

Stage 1

## Pre ADR

### CONTACT

Consumer makes contact with QASSS to raise a concern about one of their scheme (DGCOS, HIES & HICS) members.

### ADVICE

The consumer is asked to formally present the evidence to the member, giving them 14 days to respond/rectify the problem.

Stage 2

## 1st Stage ADR

### REGISTER COMPLAINT

If after the 14 days the member has failed to rectify the issue, the consumer will contact the relevant scheme to escalate the issue as a formal complaint.

### MEDIATION

The official complaint kickstarts our formal mediation process in which our independent dispute resolution officer will contact both parties in an attempt to reach a compromise.

### RESOLVE

The mediation process allows for 7 days to attempt to resolve the complaint between the parties.

Stage 3

## 2nd Stage ADR

### SECOND STAGE MEDIATION

The second stage mediation process is where QASSS will seek to obtain physical evidence to support reaching a resolution.

### RESOLUTION

There are up to 90 days to resolve the complaint between the parties.

### EXTENSION

An extension can be applied if the case is more complex or needs more time.

## Ombudsman

### DEADLOCK

If a compromise cannot be reached and both parties are at an impasse, QASSS will elevate the case to the independent Ombudsman. This service is entirely free for consumers.

### OMBUDSMAN DECISION

The Ombudsman will make a decision based on the case presented and make a legally binding decision.