

In a **dispute** with your tertiary education provider?



- Do you have a **contractual or financial dispute**?
- Are you a **domestic learner**?
- Have you **already tried to resolve the dispute** with your tertiary provider?

If you've answered 'Yes' to these questions or need some help on your options, you can **contact us**. If we can't help, we can try and connect you with someone that can.



0800 00 8337
contact@tedr.org.nz
Or visit tedr.org.nz/contact

Learn the steps ①②③④ to dispute resolution

1 Contact Us

We provide a **free independent service to help resolve problems** that are important to people.

Before we start we need everyone to understand the process and what to expect before we meet so get in touch.

2 Application

Complete our online form at tedr.org.nz/apply and we'll be in touch.

We will let you know:

- ▷ we have your application
- ▷ what other information we need
- ▷ about what happens next.

3

Talk-Meet-Resolve

This is the first step in resolution.

It's where we talk, meet and help resolve the problem. It's about helping you and your provider reach a resolution that works for you. This process takes about 20 days once people agree to use our service.

➔ Further information can be found on our website: tedr.org.nz/talk-meet-resolve

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Listen-Decide

Sometimes agreement can't be reached using Talk-Meet-Resolve.

The next step is Listen-Decide. This is an adjudication process where we appoint an independent person who will listen to both sides and then determine the outcome. This process takes about 40 days after Talk-Meet-Resolve has finished.

➔ Further information can be found on our website: tedr.org.nz/listen-decide