

# Tertiary Education **Dispute Resolution**



## Helping **Domestic Learners & Providers** Resolve Disputes

We're a free independent service that can help you **resolve disputes with your tertiary education provider.**

Get in touch with us to see how we can help.

If you can't resolve the dispute with the provider, we're here to help. Our team has been involved in resolving thousands of disputes. We're experts in the law and know how to get people talking to each other and improve understanding.

We have two free services that we offer to help.

## talk meet resolve

### Consensus Based Resolution

We believe people should be empowered to agree how to resolve disputes. We use a mediator to work with everyone to discuss and understand the issues and look for solutions. Everyone in the process gets to have their say. It's all about helping you and your tertiary provider reach a resolution that works for both of you - allowing each of you to move forward.

## Listen → Decide

### Independent Dispute Adjudication

Sometimes people can't reach agreement using the Talk – Meet – Resolve process. When this happens, we'll appoint an independent expert to hear both sides of the story. We call this adjudication process 'Listen-Decide'. Before issuing a decision, both parties get a chance to explain their side of the story to the expert. The expert will then issue a binding decision on how the dispute must be resolved.

To find out more about your dispute resolution options visit [tedr.org.nz](https://tedr.org.nz)