

Summary of RECC's Dispute Resolution Process for Consumers with issues within our remit



Key

Details of RECC process and actions for RECC

Actions for you

Possible outcomes

Company does not resolve, respond, or you reach an impasse?

Outline:

1. Your concerns
2. What you are seeking to resolve the matter
3. Request a response within 10 working days

Stage 1

RECC processes complaint within 3 working days of receipt

Check if the company is a Code Member

Make a written complaint (by email or letter) to the Code Member

Register a complaint with RECC

RECC sends acknowledgement and Code Member is notified of the complaint

Submit supporting evidence to RECC as soon as possible

Caseworker allocated

Mediation period begins

Resolution agreed

Dispute unresolved

Your escalation options are outlined to you and RECC involvement concludes

Stage 2

You use the Independent Arbitration Service

You take court action

The 30 working days mediation period
The caseworker mediates between the parties by email, letter, and telephone correspondence with the aim of reaching and implementing a resolution between the parties.