



Australian Government



Australian
**Small Business and
Family Enterprise**
Ombudsman

NOTICE OF REFUSAL TO PARTICPATE IN ALTERNATIVE DISPUTE RESOLUTION – 20VOLTS PTY LIMITED

From the Australian Small Business and Family
Enterprise Ombudsman,

The Hon. Bruce Billson

A small business owner requested our assistance in a dispute with 20Volts Pty Limited (**20Volts**). **20Volts** provides services to small business owners operating as personal trainers.

Under the *Australian Small Business and Family Enterprise Ombudsman Act 2015*, I recommended that **20Volts** and the small business owner engage in alternative dispute resolution to seek to resolve the dispute in a fair way and avoid costly litigation. Despite my recommendation and the willingness of the small business owner to engage, **20Volts** refused to participate.

I publish this notice as an alert to small businesses dealing with **20Volts** that it showed an unwillingness to take reasonable steps to resolve the dispute in good faith. Businesses involved with **20Volts** are warned of this poor practice and the potential for **20Volts** to repeat this behaviour in future disputes.