

Resolving disputes

Follow these tips to avoid and resolve disputes

1. Try and avoid disputes

- Read contracts carefully and get a second opinion.
- Keep records of email and phone conversations.

2. Understand your concerns

- Write down your position so you are clear about your concerns.
- Get your paperwork in order.

3. Talk to the other party

- Call or meet with the other party and let them know your concerns.
- If they won't talk to you, make a note of your attempts to talk to them.

4. Write to the other party

- Write to the other party outlining the issue and ask them to respond.
- If you don't hear back, let them know that you will be seeking help.

5. Seek help

- Use the ASBFEO online [Dispute Support tool](#) to better understand your dispute and find out who can help.
- Contact the relevant body to help you.

Mediation over costly move

The ASBFEO received a request for assistance from a property developer. While working on a project, the developer was told by a telecommunications company that a concrete pit needed to be relocated from the nature strip, at his own cost. The developer signed the contract to avoid delaying the project.

The property developer was then invoiced \$33,000 for movement of the pit. He reached out to the telecommunications company to understand why he had to pay for the shift of the pit when it was not required for his development. He was unable to resolve the issue.

The ASBFEO Assistance team worked with both parties to resolve the matter through mediation, which was successful, and a commercial resolution was reached.

case study

