

Dispute Assist
Resolving disputes,
before they get out
of hand.



Demonstrate your commitment to fair resolutions and excellent customer service.



What is Dispute Assist?

Dispute Assist is a professional mediation and dispute resolution service approved by The Chartered Trading Standards Institute (CTSI). We specialise in quickly resolving disputes between homeowners and installers on home improvement matters, providing swift, cost-effective solutions.

Why Dispute Assist?

Our expert dispute resolution officers have in-depth knowledge of home improvement and renewables cases, ensuring a deep understanding of issues specific to these sectors. By addressing disputes early, Dispute Assist often eliminates the need for costly legal action or court proceedings, making it a preferred choice for both homeowners and installers.

How does it work?

When installers or trade associations cannot resolve a complaint, it can be escalated to Dispute Assist, where our team promptly contacts all involved parties to initiate mediation. Dispute Assist is available on a case-by-case basis with no joining fees, memberships, or ongoing costs, allowing installers to use the service as needed without long-term commitments.

The benefits



Partners

Reduces the need for organisations with networks to deal with complaints.

Saves organisations with networks the costs of dealing with disputes.

Adds value to membership/network propositions.

Reduces referrals to The Financial Ombudsman Service.

Helps mitigate S75 risks for banks and brokers.

Manages wider risks linked to reputational damage.

Puts quality at the forefront of our service.

We deliver compliant support as we are an approved body with CTSI.

Homeowners

Very fast resolution times.

Often negates the need for solicitors/legal fees.

Often negates the need to go to court.

Expert mediators often bring the matter quickly to a close.

Expert and friendly advice from start to finish.

Provides access to a reliable and approved service.

Delivers appropriate outcomes.

Eases the burden on homeowners when things go wrong.

Installers

Very fast resolution times.

Cost effective service.

Use the service as and when needed.

Often negates the need for solicitors/legal fees.

Often negates the need to go to court.

Expert mediators often bring the matter quickly to a close.

Expert and friendly advice from start to finish.

Improves reputation of installers.

Our accreditations



Chartered Trading Standard Institute

All CTSI ADR approved bodies must meet a strict set of criteria covering expertise, independence, impartiality and conflict of interest. ADR organisations must also act impartially and operate with transparency, effectiveness, fairness and legality with ongoing audits completed by the CTSI.

ISO 27001

Conformity with ISO 27001 means that an organisation or business has put in place a system to manage risks related to the security of data owned or handled by the company, and that this system respects all the best practices and principles enshrined in this International Standard.

ISO 9001

ISO 9001 helps businesses improve services and product quality, reduce waste, lower costs and demonstrates a commitment to quality management and compliance. At the heart of ISO 9001 certification is an effective Quality Management System (QMS) that helps organisations implement consistent, effective processes every time.

Cyber Essentials

Cyber Essentials Certification demonstrates that an organisation is protecting itself by implementing the most important cyber security controls. A team of experts review the scheme at regular intervals to ensure it stays effective in the ever-evolving threat landscape.

Qure Group Ltd is an Approved Body for the provision of Alternative Dispute Resolution with the Chartered Trading Standards Institute, full details of which can be found [here](#).

[Privacy](#)

[T&Cs](#)

[Complaints](#)

[Conflict of interest](#)

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