

Expert Assist
Legally binding
solutions, but with
a lot more pace.



When you need well balanced, legally binding resolutions.



What is Expert Assist?

Qure provides professional mediation services that include an Expert Determination option for cases where mediation reaches a deadlock. This service offers a legally binding resolution, designed to be a swift and cost-effective alternative to litigation.

Why Expert Assist?

The Expert Determiners are highly qualified professionals, accredited by the Academy of Experts or the Royal Institute of Chartered Surveyors, ensuring technical expertise and impartiality. Expert Assist offers significant benefits over court action, including faster resolution, reduced costs, and complete confidentiality for all parties involved.

How does it work?

When mediation fails, parties can engage an Expert Determiner to review the evidence provided by both sides and render a legally binding decision. This process delivers a fair outcome quickly, avoiding the complexity and expense of litigation while upholding the privacy and integrity of all parties.

The benefits



Partners

Provides a real end to end solution ensuring case closure.

Avoids escalated costs linked to court and other processes.

Reduces reputational risk for organisations with networks.

Adds value to membership propositions and supports commercial relationships.

Delivers access to experts with technical knowledge.

Ensures legal binding decisions.



Homeowners

Avoids escalated costs linked to court and other processes.

Ensures fast closure within set timescales.

Delivers impartiality as experts act fairly and independently.

Offers access to a panel of experts with technical knowledge, saving time and money.

Provides legally binding decisions.

Shares costs equally between both parties.

Offers the parties a choice of subject matter experts.

Ensures privacy, as disputes are resolved confidentially.

Provides access to a reliable and approved service.



Installers

Offers access to a panel of experts with technical knowledge, saving time and money.

Delivers a true end to end process.

Ensures fast closure within set timescales.

Provides legally binding decisions.

Shares costs equally between both parties.

Avoids escalated costs linked to court and other processes.

Offers the parties a choice of subject matter experts.

Ensures privacy, as disputes are resolved confidentially.

Delivers impartiality as experts act fairly and independently.

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

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T&Cs

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Complaints

Conflict of interest

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