

QURE
PROBLEM SOLVED



**Expert resolution
services for
homeowners and
businesses.**



You can now stop looking for an innovative dispute and claims service



What is Qure?

Qure Group is a multi-award-winning company with decades of expertise in supporting consumers and businesses when things go wrong with home improvement, renewable energy, or construction projects.

Why Qure?

We deliver local services, with national support, so that if the worst should happen and things go wrong, we are here to help and provide appropriate outcomes.

How does it work?

We have developed market leading claims and dispute solutions, delivered by real people who care passionately about consumer protection and supporting the organisations we serve.

Our services



Claim Assist

Claim Assist designs and delivers unique claims solutions for lenders, credit card providers, brokers and insurance companies. Specialising in home improvements, renewable installations and construction projects, we assist finance lenders and brokers when issues have escalated into claims under Section 56 or Section 75 of the Consumer Credit Act.



Dispute Assist

Dispute Assist is a professional mediation service approved by The Chartered Trading Standards Institute (CTSI). We deal with disputes between homeowners and installers when things go wrong, avoiding the need for expensive legal costs.



Expert Assist

Expert Assist offers professional mediation services to help resolve most disputes but if mediation fails, an impasse can occur, which is often referred to as 'deadlock'. As we understand the need for legally binding decisions, Qure have developed an Expert Determination Service, which provides both parties with a cost effective and speedy solution. The panel of experts are highly qualified in their chosen field of expertise and hold a qualification in Expert Determination from either the Academy of Experts or the Royal Institute of Chartered Surveyors.

Our services



Inspect Assist

Inspect Assist offers four levels of Inspection service across all UK post codes: Digital, Standard, Specialist and Expert. Our team of specialists can advise on the type of inspection required dependent on the complexities of each individual case.



Money Assist

Money Assist is the UK's only service that uses professional mediation techniques to resolve situations where money is owed by consumers to home improvement installers (where no credit agreement is in place). Our expert dispute resolution officers, specialising in home improvement and renewable cases, will review each case before contacting the parties involved to begin mediation. Money Assist is a unique service and is positioned to deliver real support to installers and consumers on a case by case basis.



Repair Assist

Our approved contractor network provides a wide range of repair and replacement services across all home improvement installations including renewable energy installations. With local delivery, regional support and national control, Qure Group have the scope, scale and capability to deal with any situation. Working with Qure case management experts, our network delivers market leading remedial support, and all work is guaranteed.

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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