

**Summary of RECC's Dispute Resolution Process for Consumers with issues within our remit**



**Key**

Details of RECC process and actions for RECC

Actions for you

Possible outcomes

Company does not resolve, respond, or you reach an impasse?

**Outline:**  
 1. Your concerns  
 2. What you are seeking to resolve the matter  
 3. Request a response within 10 working days

**Stage 1**

Check if the company is a Code Member

Make a written complaint (by email or letter) to the Code Member

Register a complaint with RECC

RECC processes complaint within 3 working days of receipt

RECC sends acknowledgement and Code Member is notified of the complaint

**Stage 2**

Submit supporting evidence to RECC as soon as possible

Caseworker allocated

**The 30 working day mediation period**  
 The caseworker mediates between the parties by email, letter, and telephone correspondence with the aim of reaching and implementing a resolution between the parties.

Mediation period begins

**Stage 3**

Resolution agreed

Dispute unresolved

If the dispute remains unresolved

You use the Adjudication Service

You take court action

**Stage 4**

RECC involvement concludes