**Solving Disputes**

**LO: to be able to investigate how civil disputes can be resolved.**

**Task: using a computer find the answers to the questions below:**

**What sort of claims does a small claims court deal with?**

**What sorts of advice can you get from the citizensadvice.org.uk?**

**What does a mediator do? What advantages does mediation have over going to court?**

**What is an Ombudsman? What are the advantages and disadvantages of going to an Ombudsman?**

**What is a Tribunal? What sorts of issues can be taken to a Tribunal? Who makes judgements in a tribunal?**