

Worksheet 3.6a Settling disputes

1. Complete the reasons for wanting to settle the disputes listed in the table. The first one has been done for you, as an example.

Situation	Reason for wanting to settle the dispute
Our neighbours keep padlocking the gate to our shared drive.	We've got the right to access our home as long as we don't cause our neighbours any inconvenience.
Our broadband provider won't fix our slow wi-fi connection.	We've got the right to _____ _____
My boss says it's my fault that I fell and broke my arm at work.	I've got the right to _____ _____
My ex-boyfriend is telling lies about me to our daughter.	I've got the right to _____ _____
A former friend owes me £500 and keeps ignoring my texts.	I've got the right to _____ _____

2. Read the notes below about different ways of resolving disputes:

A OMBUDSMAN

- Exists in many important areas (football, prison, housing, police, financial, banking, etc.)
- Free of charge
- Complaints procedure is needed first
- Recommendations are made (which organisations usually follow).

B MEDIATION

- Sometimes free (cheaper than going to court when it's not free)
- Independent person (who might be a volunteer) helps people resolve disagreements
- Quite quick, for example, if one party just wants an apology

C SMALL CLAIMS COURT

- Deal with cases up to £10,000
- Help citizens who feel they are owed money
- Examples: refund for faulty laptop, unfair parking fine, etc.
- Usually a fee is charged.

D TRIBUNAL

- Led by judge and experts
- Supports people with issues in the workplace
- Also helps resolve disputes linked to mental health and asylum
- Less formal than courts
- Rules decided upon are legally binding.