Dispute Resolution

Sometimes things just don't go to plan for whatever reason. It's frustrating when you feel you have been let down by a contractor.

Gate Safe are a training and advice charity, we don't guarantee anyone's work we show that they have completed the IOSH approved Gate Safe course and the entry details show further proof to demonstrate their commitment to gate safety, we cannot get involved in contractual matter between you and the contractor. We can provide help and advice on the safety and construction of the gate / barrier for compliance with The Supply of Machinery (Safety) Regulations 2008 and offer impartial advice through desk based or site survey assessment, charges apply.

Our guide below shows the steps to take with the contractor to resolve the issue.

Complete the steps in order and keep records of the communication putting your complaint in writing whenever possible.

1/. Raise your concerns with the contractor

Gather your evidence of the issues to support your case and the desired outcome that you would like to achieve.



2/. Contact the contractor

Put in writing either letter or email your complaint and ask for a response within a reasonable timescale



3/. Replying to the contractor

Aim for a resolution that both parties can be happy with and agree a timescale for the remedial works to be completed.



4/. Unsatisfactory outcome

If no satisfactory resolution can be found look for mediation to help resolve the issue. The Dispute Resolution Ombudsman may be able to progress this for you, further details can be found below:

https://www.disputeresolutionombudsman.org/



5/. Seek third party advice for resolution

Citizen's advice may also be able to offer advice: England: https://www.citizensadvice.org.uk/consumer/get-more-help/Solve-an-ongoing-consumer-problem/

Scotland: https://www.citizensadvice.org.uk/scotland/law-and-courts/legal-system-s/settling-out-of-court/using-alternative-dispute-resolution-to-solve-a-problem-s/

Wales: https://www.citizensadvice.org.uk/wales/consumer/get-more-

help/Solve-an-ongoing-consumer-problem/
Northern Ireland: https://www.citizensadvice.org.uk/about-us/northern-ireland/

If an agreement still cannot be reached then you will need to seek the advice of legal professionals and may need to take the claim through the small claims court or seek resolution through litigation or arbitration.