Dispute resolution process flow chart

Tenant or property manager/owner sends dispute resolution request to the RTA

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RTA reviews request

↓ (left branch) | ↓ (right branch)

Left branch:

Dispute **not suitable** for conciliation or someone chooses not to participate

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Person referred to other agency if dispute is not covered by Qld tenancy legislation

RTA issues *Notice of unresolved dispute*. The person who lodged the initial request can choose to apply to have the matter heard at QCAT. Time limits apply

Right branch:

Dispute is **suitable** for conciliation

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RTA contacts the disputing parties

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If both people agree to participate, RTA sets a time and date for the conciliation

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Conciliation (teleconference or individual conversations): RTA conciliator assists tenant and property manager/owner to try to reach an agreement. Participants need to be authorised to make decisions

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Participants **do not reach** agreement | Participants **reach** agreement

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RTA conciliator prepares document confirming details of the agreement reached and sends a copy to both people

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One or both people do not return signed agreements to the RTA by the due date | Both people return a copy of the signed agreement to the RTA, the dispute is finalised and the bond is paid out (bond disputes only). The signed document is binding and can be enforced by QCAT