

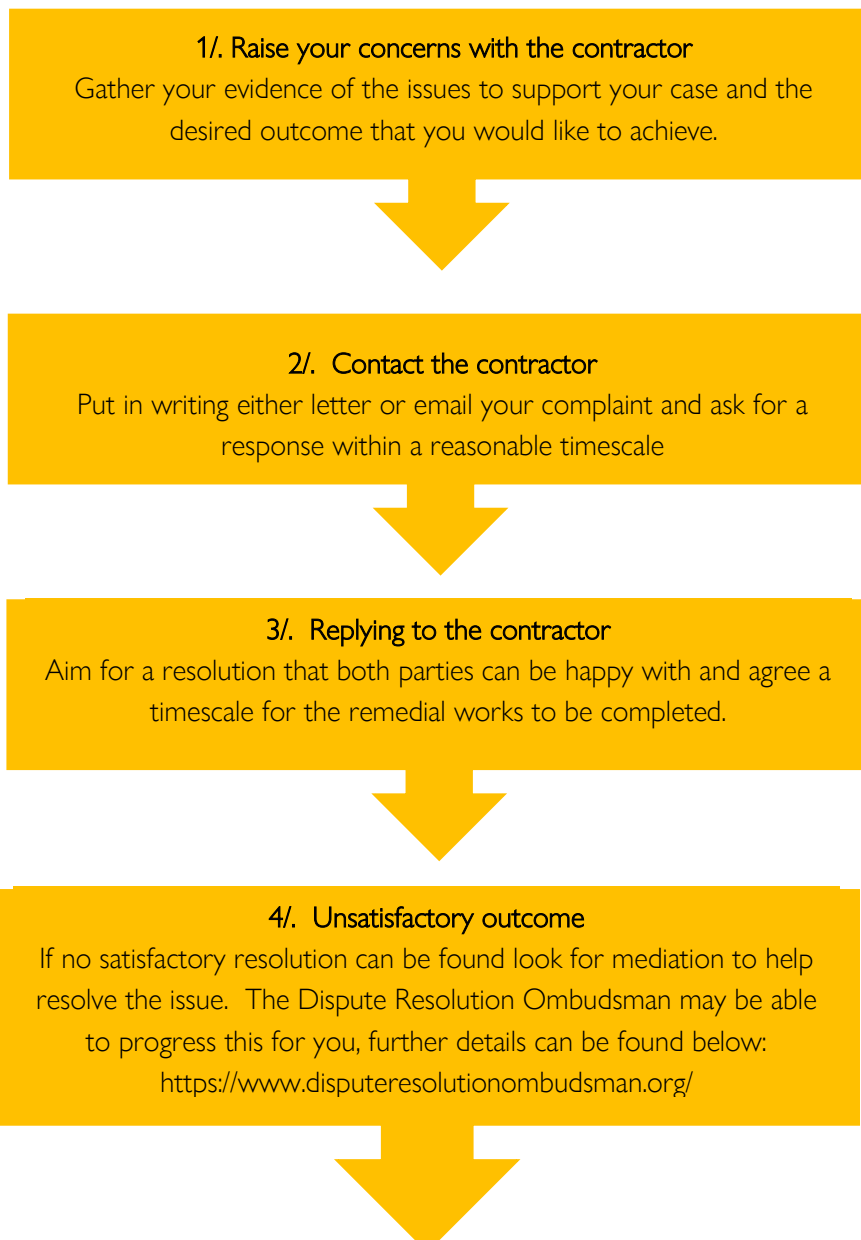
Dispute Resolution

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.



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.