Stages of the Dispute Resolution Process

1. Dispute referred to PRTB
2. Dispute application scrutinised by PRTB
3. Parties invited to select Mediation or Adjudication

   - Parties agree to Mediation
     - Local Mediator appointed and case details provided to them. Parties advised of arrangements for Mediation Hearing.
     - Mediation Hearing
     - Mediated Agreement
     - Agreement confirmed by parties
   - Parties do not agree to Mediation
     - Serious dispute e.g. threat to life, illegal eviction - Board to consider if an interim or interlocutory injunction to restrain the landlord and reinstate the tenant pending the Board's determination of the dispute (see information note on Illegal Evictions). Board also to consider if case should proceed to Tribunal Hearing
     - Tribunal Hearing
     - Board makes Determination Order
       - If Determination Order is not complied with, the Board may consider and seek enforcement through the courts
     - Local Adjudicator appointed and case details provided to them.
     - Adjudication
       - Adjudicator's Report issues to the PRTB and is forwarded to the parties. One or more of the parties may appeal to a Tribunal against the adjudicator's determination within 21 days of the report being served on them
       - Adjudicator's decision rejected by one or more parties
       - Adjudicator's decision accepted by both parties