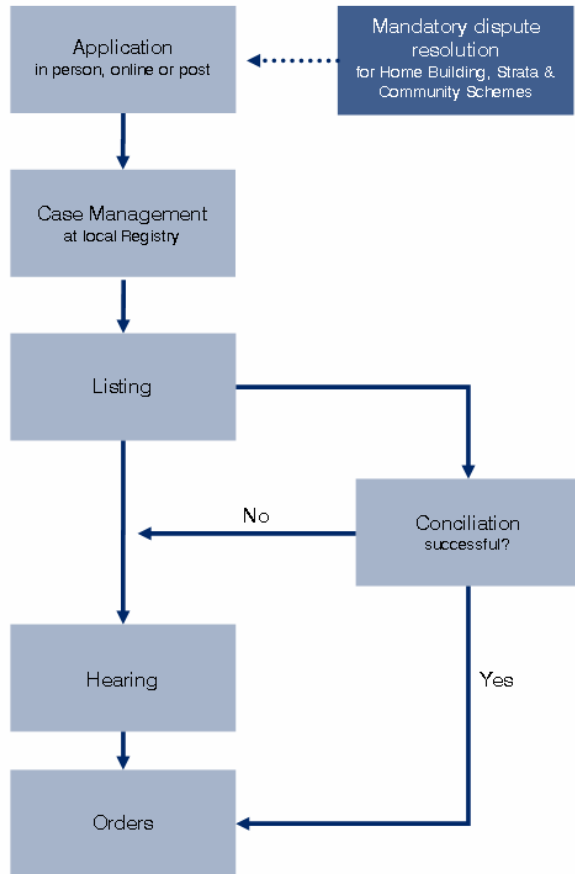


What happens when I lodge an application with the CTTT?



Applications

Applications can be lodged by post, through CTTT online, at one of the CTTT's eight registries, a local Fair Trading Centre or Local Court.

Home Building and Strata and Community Schemes disputes must undergo an external dispute resolution process before an application can be lodged with the CTTT.

Case Management

Applications are case managed at one of the CTTT's eight registries.

Listing

The majority of applications, mainly consumer and tenancy matters are listed for conciliation and hearing.

Conciliation

If conciliation is successful the Tribunal Member will make an order on the day without the need for a hearing.

Where conciliation and other forms of dispute resolution are unsuccessful the matter goes to a hearing.

Hearing

The member hears the parties' evidence, considers submissions, makes a decision and issues a binding and legally enforceable CTTT order.

Orders

In very complex matters members may reserve their decision.

In certain circumstances a rehearing may be granted by the Chairperson or an appeal lodged in the District Court.