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

RTA reviews request

Dispute not suitable for conciliation or someone chooses not to participate

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

Dispute suitable for conciliation

RTA Dispute Resolution Team contacts the person who submitted the request

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

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

Participants do not reach agreement

Participants reach agreement

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

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

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