

SoulAdvisor Dispute Resolution Process

1. Contact The Practitioner

The first step in our dispute resolution process is for you to make contact with the practitioner you have an issue with. We suggest making contact via email, in order to keep an audit trail of the conversation, and to include as much detail as possible about what you have a concern with.

2. Lodge The Dispute With Us

If you do not receive a response from the practitioner within 7 days or you are not happy with their response then we ask that you forward the details of the dispute through to us at disputes@souladvisor.com.

We will make contact with the practitioner and raise the dispute directly with them.

3. Dispute Review

If the matter is still unresolved after the practitioner has provided their response to us we will begin reviewing the dispute. We will give the practitioner 7 days from the time we have made contact with them in order to respond.

4. We Will Manage The Dispute Resolution Process

We will work with you and the practitioner to try and resolve your dispute. As we are only the facilitator of the booking process we will act independently and not take sides. We aim to get a fair outcome for both parties to a dispute. Communications with both parties will be made via email and/or telephone.

5. Reaching A Resolution

The techniques we will use throughout the resolution process will be negotiation and conciliation. We aim to facilitate the process which results in a fair and reasonable outcome that both parties are happy with.

Where both parties are not able to find a resolution we may decide on a resolution that we believe is fair for both parties.

6. Raise Dispute With Fair Trading NSW

If either party is not happy with the resolution from the mediation process or that which SoulAdvisor has suggested they are able to raise the dispute with Fair Trading NSW or a similar body within your state.