

HERE'S HOW MEDIATION WORKS:

1

TELL MTA MEMBER ABOUT THE ISSUE.
BY LAW, THE MTA MEMBER MUST BE GIVEN THE OPPORTUNITY TO FIX THE PROBLEM FIRST.



2

IF NO SOLUTION HAS BEEN REACHED,
CONTACT THE MTA MEDIATION SERVICE OR PHONE MTA MEDE8 0508 682633.



3

PROVIDE THE MEDIATION STAFF WITH A BRIEF OUTLINE OF THE PROBLEM.



4

MTA MEDIATION MAY SEND AN OFFICIAL COMPLAINT FORM.



5

FILL IN THE COMPLAINT FORM AND RETURN IT.



6

A LETTER IS SENT TO THE MTA MEMBER INVOLVED, ALONG WITH A COPY OF THE COMPLAINT FORM.
THE MEMBER IS GIVEN SEVEN DAYS TO RESPOND IN WRITING TO MTA.



7

A MEDIATOR MEETS WITH THE COMPLAINANT AND THE MTA MEMBER,
TO DISCUSS A MUTUALLY SATISFACTORY APPROACH TO RESOLVING THE PROBLEM.

MEDIATION LINE FREE PHONE
0508 682 633



DEDICATED TO BETTER MOTORING