



2025-08-28__RateRight__Dispute_Resolution_Process__v03

RateRight Pty Ltd – Dispute Resolution Process

Company Details

- Company: RateRight Pty Ltd
- ACN: 689 397 582 | ABN: 46 689 397 582
- Registered Office: Level 1, 457-459 Elizabeth Street, Surry Hills NSW 2010
- Governing Law: NSW, Australia
- Effective Date: 28 August 2025 | Version: v03

Scope

Plain-English process for resolving disputes on the RateRight platform. Applies to hirers (contractors) and workers (independent contractors). RateRight facilitates only; we are not a decision-maker or employer.

1) Types of Disputes

- **Job/Payment/Quality** (Hirer ↔ Worker): scope, timelines, workmanship, release of escrow.
 - **Platform issues** (User ↔ RateRight): fees charged, account actions, technical errors.
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2) Standard Resolution Path (Hirer ↔ Worker)

Step 1 – Direct resolution (7 business days)

- Discuss in the Platform messages.

- Share evidence (photos, time logs, messages, files).
- Try remedies: fix/redo, partial refund, timeline extension, variation.

Step 2 – Platform-facilitated assistance (up to 5 business days)

- Email **admin@rateright.com.au** with: Job ID, parties, issue summary, evidence.
- We coordinate a short, time-boxed mediation.
- Escrow remains on hold pending outcome.

Step 3 – Outcome

- **Agreement reached** → document in chat/email; instruct escrow release/refund accordingly.
- **No agreement** → proceed to Step 4.

Step 4 – External pathways

- **Quality/contract disputes:** consider **mediation** (e.g., Australian Disputes Centre) or **tribunal/court** as appropriate.
- **Worker status issues:** **Fair Work Commission**.
- **Safety incidents:** **SafeWork NSW** (mandatory reporting for notifiable incidents).
- **Consumer law issues:** per **Australian Consumer Law** avenues.

Time guardrails

- If no dispute is raised within **14 business days** after reported completion, RateRight may release escrow to prevent unfair withholding (see Payment & Escrow Terms v04).

3) Platform Issues (User ↔ RateRight)

- Email **admin@rateright.com.au** with description, screenshots, and any transaction IDs.

- We aim to respond within **24 business hours** (Mon–Fri, 9am–5pm AEST) and resolve or provide a plan.
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4) Evidence Guidelines

Supply clear, dated materials:

- Photos/videos of work, annotated if needed.
 - Job scope, variations, and changes in writing.
 - Message history, time logs, delivery receipts.
 - Invoices/quotes where relevant.
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5) Escrow & Payments (summary)

- Funds are held in escrow until completion + mutual ratings or expiry of the release window.
 - During a dispute, funds remain on hold until resolution or time-based release under the Payment & Escrow Terms v04.
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6) Conduct Rules

- Stay professional; no harassment or threats.
 - Provide truthful information (ACL).
 - Breaches of conduct or repeated bad-faith disputes may lead to account restrictions.
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Document Control

Prepared for: RateRight Pty Ltd | ACN: 689 397 582 | ABN: 46 689 397 582
Classification: Internal / Legal Reference

Governing Law: NSW, Australia

Next Review: 28 August 2026 or earlier if process changes