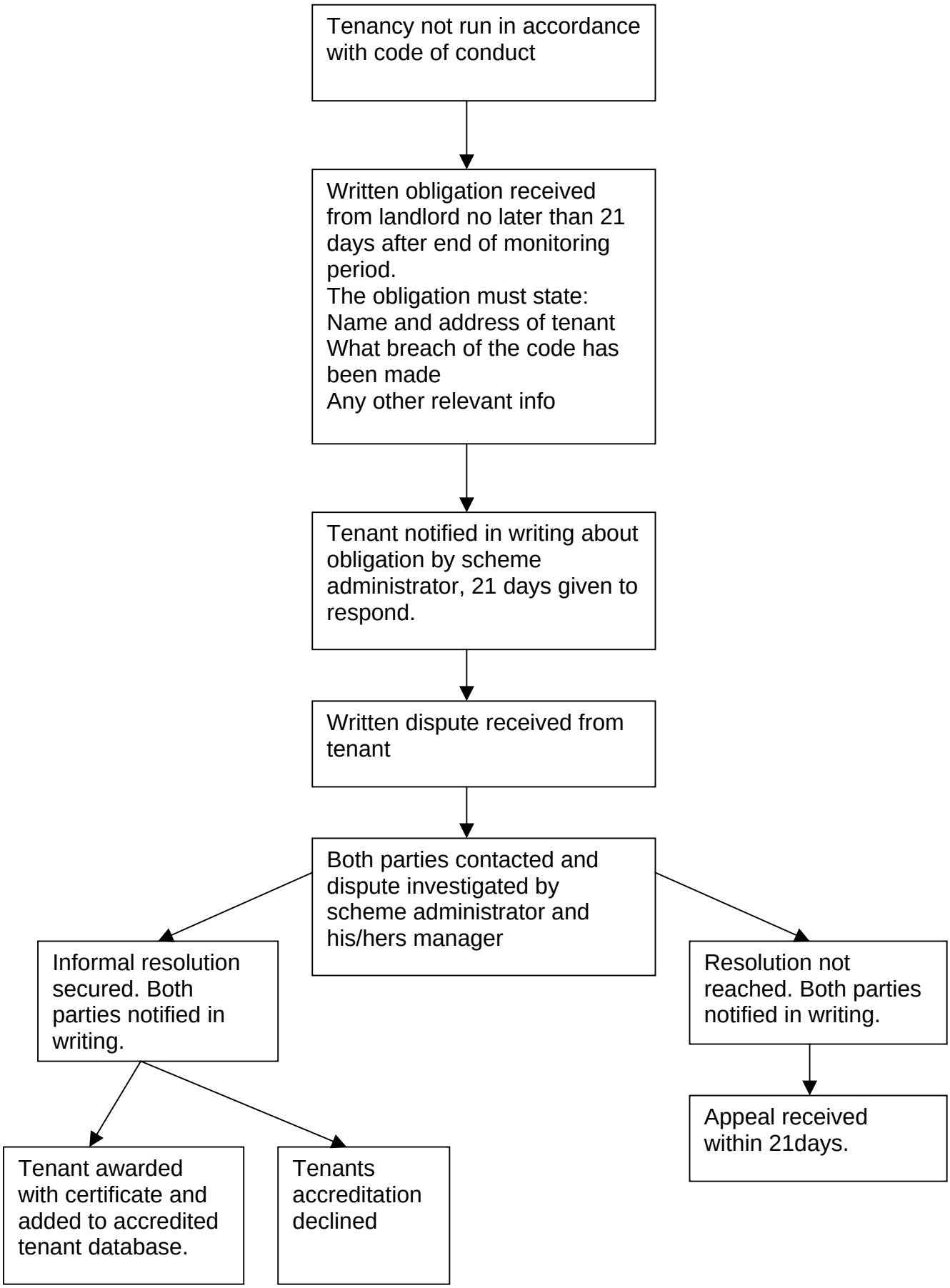
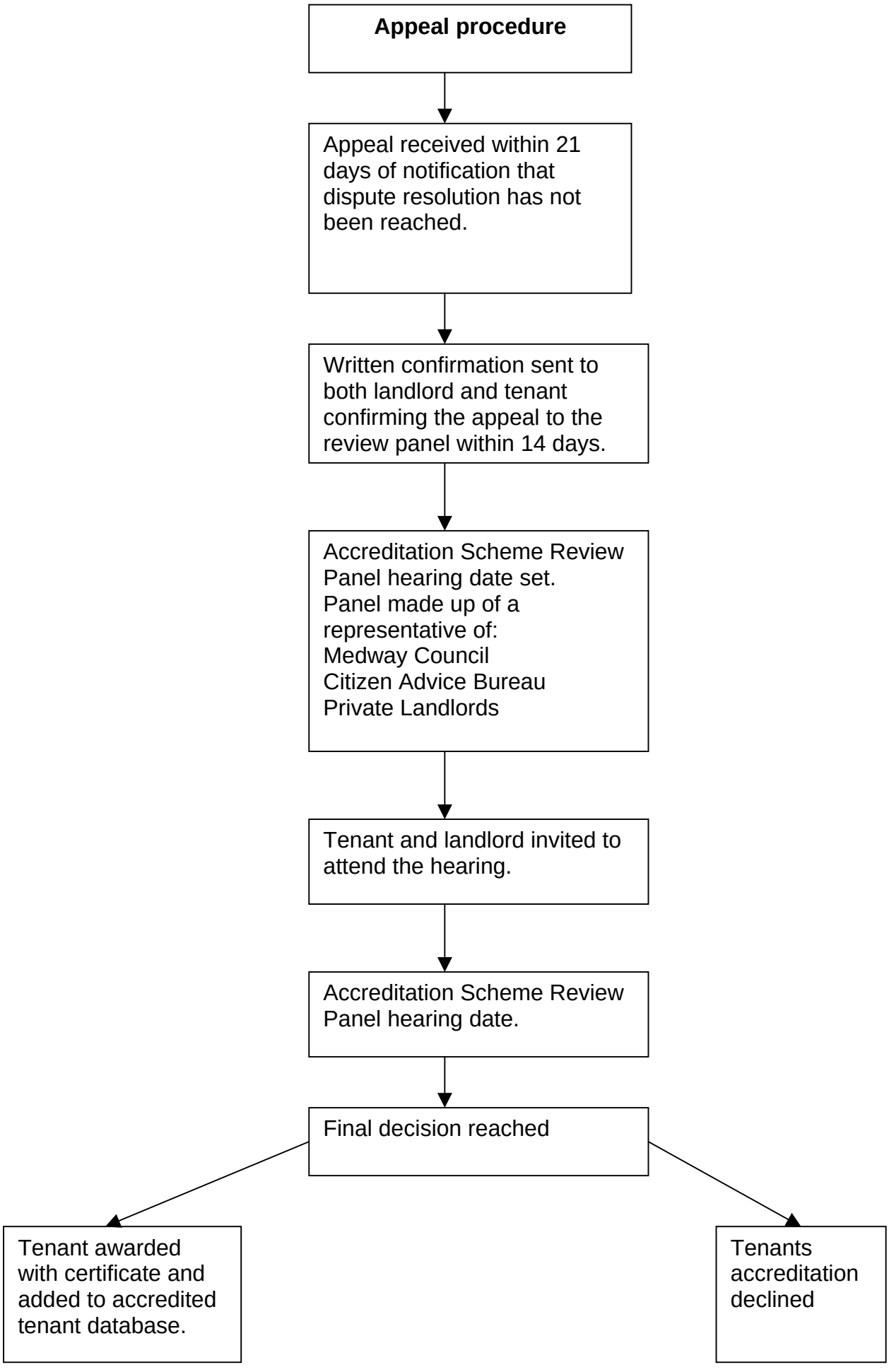
TENANT ACCREDITATION SCHEME
Dispute Resolution Process




Appeal procedure
Appeal received within 21 days of notification that dispute resolution has not been reached.
Written confirmation sent to both landlord and tenant confirming the appeal to the review panel within 14 days.
Accreditation Scheme Review Panel hearing date set. Panel made up of a representative of:
Medway Council
Citizen Advice Bureau
Private Landlords
Tenant and landlord invited to attend the hearing.
Accreditation Scheme Review Panel hearing date.
Final decision reached
Tenant awarded with certificate and added to accredited tenant database.
Tenants accreditation declined