

Decision timeframes in the Consumer & Commercial Division

The following information explains when you can expect to receive the decision in a case heard before NCAT's Consumer and Commercial Division.

When will the Tribunal decide my case?

In the Consumer and Commercial Division, the Tribunal will often make a final decision at the first hearing, especially:

- If you do not attend and the other side gives evidence to prove their case,
- If the case is simple and you and the other side present your cases at that hearing, or
- If you reach agreement with the other side.

If the Tribunal does not hear your case at the first hearing, it holds a further hearing.

When the final hearing ends, the Tribunal will either:

- give its decision and reasons for decision, or
- 'reserve' its decision. This means it will give its decision later. The Tribunal does this when it needs more time to consider the evidence, the submissions and the law.

If the Tribunal does not give its decision at the end of the hearing, when will it give its decision?

This depends on the type of case.

- **If the case is *not* a home building claim** – usually, the Tribunal gives its decision and reasons for decision within 6 weeks.
- **If the case is a home building claim for *less* than \$30,000** – usually, the Tribunal gives its decision and reasons for decision within 6 weeks.

- **If the case is a home building claim for *more* than \$30,000** – usually, the Tribunal gives its decision and reasons for decision within 3 months.

The Tribunal may give its decision faster – especially if there is some urgency.

The Tribunal may take longer in some cases.

What can I do if the Tribunal does not give its decision within the usual time?

You can:

- Ask the Registry when the Tribunal will give its decision. The contact details for NCAT Registries are found on the NCAT website at www.ncat.nsw.gov.au.
- If the decision is overdue, the Registry will ask the Tribunal for the decision date. The Registry will not tell the Tribunal who asked for the decision date.
- The Registry will then tell you and any other parties when the Tribunal expects to give its decision.

Where can I get information or help?

NCAT 1300 006 228 | www.ncat.nsw.gov.au

Interpreter Service (TIS) 13 14 50

National Relay Service for TTY users 13 36 77