



Government Centre for Dispute Resolution (GCDR)

Dispute resolution in New Zealand

Disputes are damaging, expensive, and time consuming for individuals, communities, organisations, government, and the economy. Preventing disputes, and resolving disputes earlier and more effectively, will help the Ministry of Business Innovation and Employment (MBIE) unlock New Zealand's economic potential, growing New Zealand for all.

[Government has an essential role](#) in the resolution of disputes. It provides avenues for people to raise their issues, sets the rules, and collects information about dispute resolution approaches and outcomes. Government also provides complaints and dispute resolution services, although many of these services are delivered privately within industries, sectors, and communities.

Government Centre for Dispute Resolution

The Government Centre for Dispute Resolution (GCDR) was established to provide leadership and stewardship to support a systems-based, best practice approach to dispute resolution in New Zealand. The GCDR:

- is the lead advisor to government on dispute resolution
- develops best practice [dispute resolution guidance, tools and resources](#)
- assists agencies directly to review, design and develop their dispute resolution thinking, policies and schemes
- identifies and advocates for improvements to the overall government dispute resolution system

new-gcdr-logo.png

[image] Coloured tiles

Over time, the GCDR will enhance understanding of disputes and dispute resolution in New Zealand. This understanding will be informed by research, including data analytics, and the GCDR's experience from working with agencies in specific areas of dispute. This will promote best practice and give government a better understanding of dispute resolution supply and demand. Best practice dispute resolution approaches also contribute to high performing regulatory stewardship by generating important information about pain points and emerging issues in regulatory systems.

[Image: Hand shake](#)

[Guidance](#)

[This guidance has been developed for the review of existing dispute resolution schemes, and the development of new schemes. Its purpose is to introduce and guide you through the relevant issues and considerations when undertaking this work.](#)

[Image: Workers talking over desk](#)

[Contact us](#)

The GCDR provides support and advice to government agencies in developing and reviewing dispute resolution schemes. Please contact the GCDR Team if you are considering these issues. The GCDR does not resolve or assist people directly with complaints or disputes.

Do you have a complaint or dispute?

If you have a complaint or dispute, the following websites provide useful information:

- [consumerprotection.govt.nz](#) – on consumer rights or resolving a consumer problem or dispute
- [business.govt.nz](#) – information and advice for businesses

[Dispute resolution in New Zealand](#)

[Helping you understand dispute resolution in New Zealand and the roles government plays in this system.](#)

[Case studies](#)

[These case studies add to knowledge on the range of dispute resolution options and provide best practice examples for agencies to consider in their own context.](#)

[Tools and resources](#)

[The Best Practice Principles, a glossary of dispute resolution terms and guidance on dispute resolution clauses in contracts.](#)

[Research](#)

[The GCDR is committed to being evidence based. These are some examples of research projects that the GCDR has supported.](#)

[The GCDR team](#)

[Find out about the Government Centre for Dispute Resolution team at MBIE.](#)

[Our history](#)

[The Government Centre for Dispute Resolution started as a pilot and was permanently established in 2016.](#)

Useful links

If you are looking for advice or assistance about a complaint or dispute the following may be helpful:

- [Citizens Advice Bureau](#)

- [MBIE contact numbers](#)

The following may be able to assist with finding a mediator or other dispute resolution practitioner:

- Professional dispute resolution bodies in NZ:
 - [AMINZ](#)
 - [Resolution Institute](#)
- [Mediate.com](#)

Other useful links include:

- [The Office of the Ombudsman](#) for issues with government agencies
- [The Office of the Privacy Commissioner](#) for privacy issues