JUSTLY - GUERNSEY

Civil Disputes & Consumer Rights

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Justly Flow Guides under **Civil Disputes & Consumer Rights**, tailored for Guernsey users. These can be converted into interactive flows or printable guides.

Civil Dispute 1: A contractor didn't finish the job — what now?

Step-by-Step Flow

1. **Do you have a written agreement or contract?**
   - □ Yes → Proceed to step 2
   - □ No → Proceed to step 3
2. **Was the contractor paid in full, partially, or not at all?**
   - □ Paid in full
   - □ Paid partially
   - □ Not paid
3. **Have you contacted the contractor and requested they complete the work?**
   - □ Yes → What was the response?
   - □ No → Justly will help draft a formal request letter.
4. **Do you have photos, invoices, or messages about the work?**
   - □ Yes → Useful for evidence
   - □ No → Try to document any contact or outstanding work
5. **Options Moving Forward:**
   - Send a formal letter requesting completion or refund
   - File a small claim for money owed or damage
   - Consider mediation before court

Civil Dispute 2: I bought something faulty — can I get a refund?

Step-by-Step Flow

1. **Where did you buy the item?**
   - □ Online
   - □ Local business
   - □ Private seller
2. **When did you buy it?**
   - □ Less than 30 days ago
   - □ More than 30 days ago
3. **Have you contacted the seller?**
   - □ Yes → What was their response?
   - □ No → Justly can help draft a request for refund or replacement.
4. **Did you pay by card, PayPal, or cash?**

- □ Card → May be eligible for chargeback
- □ PayPal → Use buyer protection
- □ Cash → More difficult, but not impossible

5. **Next Steps:**
   - Refund request
   - Escalation to Trading Standards (if business refuses)
   - Small claims route (if necessary)

Civil Dispute 3: My neighbour keeps blocking access to my property.

Step-by-Step Flow

1. **Is there a legal right of way (easement) in writing?**
   - □ Yes → Proceed to enforce your rights
   - □ No → Try to establish one or resolve informally
2. **Have you spoken to your neighbour about the issue?**
   - □ Yes
   - □ No → Justly will help draft a respectful letter
3. **What's being blocked?**
   - □ Driveway
   - □ Shared lane or footpath
   - □ Rear or side access
4. **Can you safely and regularly access your property?**
   - □ Yes → Issue may be occasional nuisance
   - □ No → You may have legal standing to act
5. **Options Available:**
   - Mediation or informal solution
   - Legal notice of interference
   - Injunction or small claim for interference

Civil Dispute 4: I'm in a dispute with a local business.

Step-by-Step Flow

1. **Nature of dispute?**
   - □ Service not delivered
   - □ Faulty product
   - □ Misrepresentation or hidden charges
2. **Do you have proof (receipt, messages, invoice)?**
   - □ Yes
   - □ No
3. **Have you raised a complaint with the business?**
   - □ Yes → Was there a response?
   - □ No → Justly can help draft one
4. **Has the issue caused financial loss or harm?**
   - □ Yes
   - □ No
5. **Resolution paths:**
   - Refund or replacement
   - Mediation or Ombudsman (if available)
   - Small claim court (Justly will guide this)