

## Section 10

### Resolution of Claims

10.1 The Directorate shall endeavour to settle claims amicably through the agreement of the parties. The Directorate shall inform the parties of their rights and obligations under the present regulation, and may take whatever steps it sees fit to facilitate settlements or to assist the parties to resolve their housing needs. The Directorate may develop standardised settlement agreements for use by the parties, and may certify settlement agreements.

10.2 The Directorate may investigate a claim, and obtain evidence relevant to a claim from any record held by a public body, corporate or natural person. The Directorate is entitled to free access without charge to any records in Kosovo relevant to the settlement of a claim or for any other verification purposes.

10.3 The Directorate may, by written decision, reject a claim if it manifestly falls outside the Commission's jurisdiction. A claim may be rejected at any stage of the proceedings before the Directorate.

10.4 The Directorate shall refer to the Commission any claim which cannot be settled amicably or in respect of which the claimant disputes the Directorate's rejection in terms of section 10.3. The Directorate may prepare summaries of submissions and evidence, translations of evidence, and recommendations for the consideration of the Commission.

10.5 The Directorate may at any time in the proceedings, either on the request of the claimant or on its own initiative, recommend that the Commission issues provisional measures of protection or any other directive or order necessary to secure the orderly and expeditious resolution of the claim.