

Performance Rectification Process

1. This annex sets out the procedure to address disputes, between Authority and the Service Provider (SP). Disputes are to be resolved at the lowest level and should avoid escalation where possible. If the Designated Officer (DO) and SP are unable to settle a dispute the following process is to be followed:

- a) The Authority shall raise a dispute using a Service Provision Report (an example is provided below).
- b) The SP shall record all disputes received in a register and shall hold a copy of each Service Provision Report it receives from the Authority.
- c) The SP shall maintain a record of all corrective and preventative actions taken in response to a complaint that is raised by the Authority.
- d) The SP shall resolve a dispute, to the satisfaction of the DO, within 10 working days of the complaint being raised by the Authority.
- e) The SP shall establish and maintain a documented and clearly defined process to record, manage, and resolve disputes raised by the Authority.
- f) Disputes raised by the SP are to be addressed with the respective DO, if a resolution is not achieved, the SP is to raise the dispute with CDT Branch DST.

EXAMPLE OF A SERVICE PROVISION REPORT	
Service Providers Name:	Contract Number:
Comment from Unit Licencing/ Supervising Officer:	
Proposed resolution:	
Comment from Service provider:	
Proposed resolution:	
Comment from Designated Officer:	
Proposed resolution:	
Has a resolution been achieved satisfactory to the requirements of the Unit receiving CDT Yes/No	
CDT Branch Action:	
Army Commercial Action:	
Final outcome of this report:	
Note: This report is to be reproduced electronically. A copy of each report is to be initially sent to the service provider and CDT Branch, HQ DST for action. All reports are to be recorded and retained by the initiating Unit for 12 months or until the next Annual SPs Report.	