Annex 4

Example Stage 1 Outcome Letter (Matter(s) Resolved)

[*date*]

Dear [*contractor name*]

Ref: [contract details]

Further to our recent meeting on [*date/time/location of meeting*] to discuss your dispute, I am writing to confirm the following outcome(s):

[*outcome 1 details*]

[*outcome 2 details*]

[*outcome 3 details*]

We are pleased to confirm the outstanding matters are now resolved and your contract file has been updated to reflect this mutual resolution.

Yours sincerely,

[*name*]

[*title*]