

Disputes Management Policy

DRA and value issues

- If a customer does not agree with scope and value set out in the DRA or possibly with policy interpretation and their concern and attitude means that the matter does not appear to be able to be resolved through the normal process of negotiation our PMO, Arrow is requested to undertake a “high value review” of the complete DRA¹. This review will be carried out by a senior Arrow PM and/or QS depending upon the nature of the disagreement. Once reviewed, it will be peer reviewed within Arrow.
- The results of the assessment will be considered to be the final DRA value to offer (notwithstanding any subsequent time-based escalation that may apply).
- If the customer does not accept the final DRA value and scope, it will be transferred to Technical Review and Resolutions (Pod 11) for review. If Technical Review and Resolutions determines to maintain the position, the case should be deadlocked unless a customer-conceded breakthrough is achieved.
- If the matter proceeds to ISO or judicial review, the option remains to obtain a final independent review: by a Southern Response preferred builder or external quantity surveyor. If this occurs, the customer is to be advised that the previous offer is to be withdrawn in favour of any revised figure. If no external review does occur, we will stand by the original determination.
- If there is an independent review, Southern Response will withdraw its offer in favour of the external assessment. The most recent assessment and value will not be changed throughout the ISO, Courts or Tribunal review unless additional evidence comes to hand to objectively change Southern Response’s opinion.

The situation with repairs is the same, except that a more forensic building investigation will be required to determine the extent of damage prior to valuing the cost of repair. We will repair the property if the customer does not accept any other cash settlement offer made based on the value assessment undertaken.

¹An obvious exception would be when it seems obvious that the customer is genuinely seeking only review of miscellaneous items