

Defective work dispute evidence pack

General information to help you organise your paperwork. Not legal advice.

Create a factual case index

Organize the complaint file so an adviser, insurer or reviewer can locate both supporting and contrary evidence. Do not rename an allegation as a finding. This pack is an editable index and narrative record, not a liability opinion.

Project address and contract: _____

Contractor client and other involved parties: _____

Complaint IDs and disputed items: _____

Prepared by date and version: _____

Purpose and intended recipients: _____

Date / event	Allegation or observation	Source ID	Uncertainty

Immediate hazards and protective actions: _____

Inspection access limitations: _____

Current requested remedy and response status: _____

Connect each issue to its evidence

Issue ID	Requirement compared	Finding and contrary evidence	Next assessment

- ☐ Include the signed scope, drawings, revisions, selections and approved changes.
- ☐ Attach original complaint and responses with delivery evidence.
- ☐ Index inspection methods, measurements, qualifications and limitations.
- ☐ Link photo originals, capture details, location and annotated copies.
- ☐ Include earlier repairs, maintenance records and third-party work where relevant.
- ☐ Separate repair estimates, actual costs and proposed cost allocation.

Insurance or warranty notification record: _____

Technical questions requiring specialist review: _____

Missing records and assigned owner: _____

Preserve originals and control sharing

Evidence ID	Original location / custodian	Copy supplied and date	Restriction

Keep originals read-only where practical and use copies for annotation. Record edits to summaries and retain earlier versions. A photo of a condition does not itself establish when it arose, its cause or the responsible party.

Agreed facts and disputed interpretations: _____

Proposed repair plan and authorization status: _____

Inspection after repair and closure evidence: _____

Legal reviewer and questions submitted: _____

Recipient copy version and transfer method: _____

- ☐ The index resolves to actual files and attachments.
- ☐ Contradictory evidence and missing information remain visible.
- ☐ Confidential information is shared only with appropriate recipients.
- ☐ No coverage or liability conclusion is described as approved without actual review.

Follow adviser instructions for preservation, privilege and disclosure; this pack does not create privilege automatically.

Before you act: this document is general information prepared by ArtBuild to help you organise facts and paperwork. It is not legal advice and has not been reviewed by a lawyer for your situation. Rules differ by province and territory and change over time. Check the official source for your project, and for deadlines, liens, court or insolvency steps, speak with a lawyer licensed where the project is located.