Ashford Business Services Ltd

Vendor Dispute Log

Item	Detail
Name of person responsible for this log	Sarah Mitchell
Log period start date	9 November 2026
Log period end date	9 November 2026
Escalation contact for unresolved disputes	Sarah Mitchell

1. Dispute register

Open one register row per dispute as soon as it is raised. Keep the description factual and short; put the full correspondence and evidence in the file referenced in the final column, not in this register.

	Supplier legal name	Contract or order reference	Date dispute raised	Dispute category	Description of dispute	Amount in dispute	Priority	Owner	Status	Evidence reference
	Sarah Mitchell	JOB-1042	9 November 2026	Category of dispute one	Description of dispute one	£45.00	Priority of dispute one	James Patel	Status of dispute one	JOB-1042
	Sarah Mitchell	JOB-1042	9 November 2026	Category of dispute two	Description of dispute two	£45.00	Priority of dispute two	James Patel	Status of dispute two	JOB-1042
	Sarah Mitchell	JOB-1042	9 November 2026	Category of dispute three	Description of dispute three	£45.00	Priority of dispute three	James Patel	Status of dispute three	JOB-1042

Dispute categories used in this log: invoice discrepancy, short or incorrect delivery, quality failure, missed deadline, service level failure, and contract interpretation. Priority levels used in this log: critical, high, medium, and low. Response times expected for each priority are: 10:30 am; 10:30 am; 10:30 am; 10:30 am.

2. Resolution and update log

Record every update separately from the register, in date order, so the path from raising to closure can be followed.

Ashford Business Services Ltd

Date	Dispute reference	Update and discussion	Next step agreed	Owner of next step	Due date for next step
9 November 2026	JOB-1042	9 November 2026	9 November 2026	9 November 2026	23 November 2026
9 November 2026	JOB-1042	9 November 2026	9 November 2026	9 November 2026	23 November 2026
9 November 2026	JOB-1042	9 November 2026	9 November 2026	9 November 2026	23 November 2026

3. Summary

Summary item	Detail
Total number of disputes logged	£45.00
Number of disputes still open	Number of disputes still open
Number of open disputes at critical or high priority	Number of open disputes at critical or high priority
Total amount in dispute across open disputes	£45.00
Oldest open dispute and the date it was raised	JOB-1042
Number of disputes closed in this log period	November 2026

4. Escalation and closure

Escalation levels: first, the dispute owner and the supplier contact attempt resolution; second, Sarah Mitchell is involved; third, Sarah Mitchell decides whether to seek formal resolution. Escalate when a due date in the update log passes without progress, or when Circumstances that require immediate escalation of a dispute applies.

A dispute is closed only when the agreed outcome is recorded here: resolution type: Resolution type for the closed dispute; agreed outcome: Agreed outcome for the closed dispute as agreed at the meeting.; credit or adjustment agreed, if any: Credit or adjustment agreed for the closed dispute; date closed: 9 November 2026; confirmed by: Sarah Mitchell.

Signatures

Role	Name	Signature	Date
Log owner	Sarah Mitchell	James Patel	James Patel
Approver	Helen Morris	Helen Morris	Helen Morris