

Contract Recovery

Customer journey



01. Initial Consultation

We'll meet with you for a no-obligation conversation. We'll listen to your concerns, look to understand the contract, and what you want to achieve. This means we can tailor our service and begin with a shared understanding.



02. Independent Review

Our technical team will meet independently with you, the contractor and any consultants. We'll gather perspectives and identify any underlying causes of tension, all whilst focusing on fairness and the evidence.

Member benefit

SEC Members receive a 10% discount on our Contract Recovery service compared to Non-Members.



03. Joint Discussion

We'll bring all parties together in a structured meeting which we will chair. This session will foster collaboration and reduce friction. We'll finish the meeting by agreeing on practical solutions and a way forward that everyone can commit to.

04. Action Plan

Following the meeting we'll deliver a clear and impartial report setting out: agreed actions, responsibilities, timelines and performance expectations. This will become the reference point for getting the contract firmly back on track.



05. Ongoing Support

We stay involved as needed. We can attend annual review meetings to monitor progress and prevent issues from re-emerging. Our aim is to check in on the contract and maintain positive working relationships.

