

## **The CSOS Dispute Resolution Process Map**

### **Take on Process – 5 days**

Day 1 – Registration of complaint on Caseware system and issue of a reference number; issue of acknowledgement letter.

Day 4 – Escalate matter to complaints manager for assessment

### **Assessment Process - Complaints Manager – 5 days**

Day 6 – Screening of complaints to determine jurisdiction

- (1) if rejected -reject and send rejection letter and close matter
- (2) if accepted - accept and proceed to conciliation – allocate the matter to a conciliator

### **Conciliation – 40 days**

- (1) Conduct preliminary enquiry
  - (a) Informal route – quick resolutions
    - (i) Facilitate telephonic resolution and resolve the matter – settlement agreement and matter is closed
  - (b) Formal Route
    - (i) Issue notice of set down to parties ( 21 days notice)
    - (ii) Formal conciliation hearing with both parties present
      - (a) Resolved - settlement agreement and matter is closed
      - (b) Unresolved - matter is referred to investigations for adjudication and the issue of adjudication notice and notice of non resolution

### **Investigation – 14 days**

- (1) Information gathering and evidence collation
- (2) Conduct and inspection in-loco if required
- (3) Determine applicable legislative framework
- (4) Produce and investigation report with recommendations.

### **Adjudication – until finding is made**

Adjudicator to evaluate the evidence and make a decision

- (1) Review of the documentary evidence and decision
  - (a) Adjudicator makes a finding and issues an adjudication order, with appropriate remedial action. – Matter is then closed
- (2) Adjudicator Issues an **Adjudication Notice** with a date of the hearing
  - (1) Formal Adjudication Hearing is held
  - (2) Adjudicator makes a finding and issues an adjudication order and appropriate remedial action – matter is then closed