

8 December 2025

CSOS CONNECT DISPUTE RESOLUTION MODULE

Dear Stakeholders,

We are pleased to formally announce the launch of the **Dispute Resolution Module** on CSOS Connect, effective 01 January 2026. This key milestone forms part of CSOS' digital transformation programme, aimed at modernising service delivery, improving regulatory efficiency, and strengthening governance within community schemes across South Africa.

The Dispute Resolution Module is a fully integrated online platform that enables end-to-end electronic handling of dispute applications - from lodgement to assessment, conciliation, adjudication, enforcement, and closure. This advancement brings CSOS one step closer to realising a streamlined, technology-enabled operating environment that enhances stakeholder experience and internal efficiencies.

Key capabilities introduced include:

- Online lodgement of disputes with supporting documentation.
- Real-time application tracking for both applicants and respondents.
- Automated notices and digital communication (email & notifications).
- Section 43 & 44 processes fully managed through the system.
- Condonation requests, jurisdiction checks, urgent case handling, and supporting uploads.
- End-to-end workflow: Conciliation → Adjudication → Enforcement.
- Ability for parties to upload documents, respond, comment, and escalate where necessary



The implementation of this module will significantly:

- Reduce manual processing and administrative bottlenecks
- Improve visibility and transparency for all parties involved in a dispute
- Support faster turnaround times and SLA adherence
- Enhance records management, evidence handling and audit trails

We extend our appreciation to all internal teams, business units, project stakeholders and technical partners for their contribution throughout requirements analysis, development, user testing, and readiness validation. Your collective effort has enabled CSOS to unlock a system that aligns people, processes, data and technology - delivering measurable business value.

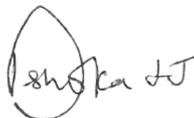
For assistance or technical support, please contact the CSOS Connect helpdesk at support@csosconnect.org.za

We encourage all stakeholders to make full use of this platform as CSOS continues to modernise operations, strengthen service delivery, and improve ease-of-access for community scheme participants nationwide.

Thank you for your cooperation and continued support.

Kind regards,

Lesiba Seshoka



Acting Chief Ombud

Community Schemes Ombud Service (CSOS)