

HOW TO LODGE A DISPUTE ON CSOS Connect

ACCESS THE SYSTEM

- Open your web browser.
- Go to CSOS Connect (Public Portal).
- Log in using your username and password.
- If you are a new user, select Register and create an account.
- For assistance with your profile, call 0800 000 653.

STEP
01

STEP
02

NAVIGATE TO DISPUTE

- Once logged in, go to the Dashboard.
- Select Disputes or Lodge a Dispute.
- Select New Dispute Application.

SELECT OR CAPTURE SCHEME DETAILS (Tab 1)

- Search for and select the community scheme.
- Alternatively, capture the scheme details for schemes not registered with CSOS.

STEP
03

STEP
04

CAPTURE APPLICANT DETAILS (Tab 2)

- Select the applicant type and capture the required information.
- The system may auto-populate your details if you are logged in. Verify and update them if required.

CAPTURE RESPONDENT DETAILS (Tab 3)

- Select the respondent type and capture the required information (the person or body you are lodging the dispute against).

STEP
05

STEP
06

PROVIDE DISPUTE INFORMATION (Tab 4)

- Enter full details of the dispute, including:
- Details of the application / alleged breach
- Exhaustion of internal remedies
- Select the relief sought (the outcome you want).

UPLOAD SUPPORTING DOCUMENTS (Tab 5)

- Attach the relevant supporting documents.

STEP
07

STEP
08

CONFIRM AND SUBMIT

- Agree to the Terms and Conditions.
- Click Submit.
- A confirmation screen will display a unique reference number that can be used to follow up.