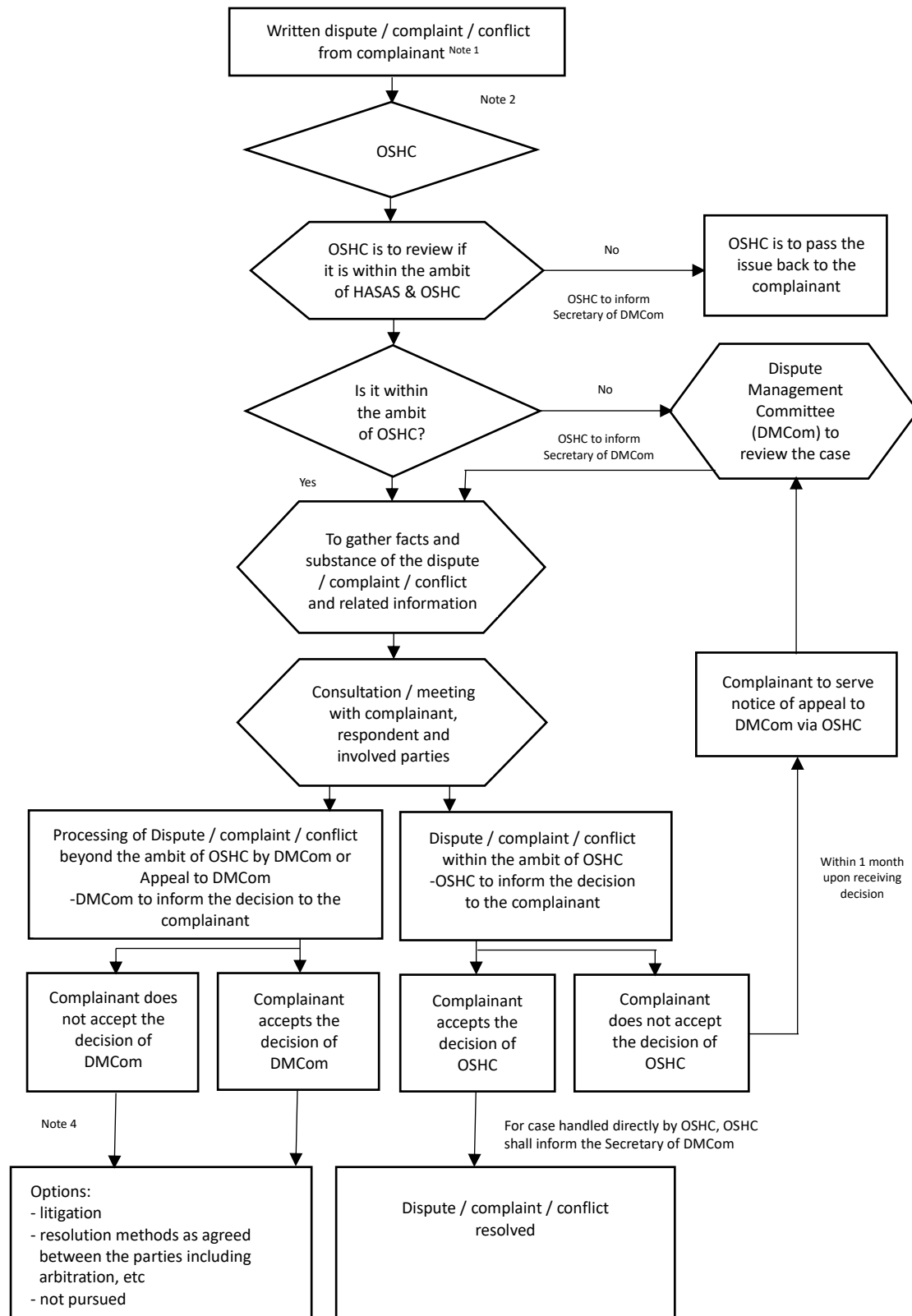


Dispute Management Mechanism (DMM) Workflow



N.B.

Note 1: Complainant can be Contractor, Nominated Sub-contractor, **Building Services Specialist Sub-contractor** or Accredited Safety Auditor and the complaint would be against Respondent who can either be the Contractor, Nominated Subcontractor, **Building Services Specialist Sub-contractor**, Accredited Safety Auditor or OSHC.

Note 2: Complaint relating to Audit Scores or on the Safety Audit Reports should be submitted in writing with supporting reasons within one week after receiving the report. Complaint relating to other aspects of Safety Audit should be submitted in writing with supporting reasons to OSHC within one week after completing the Safety Audit on site. Late dispute / complaint / conflict or appeal will not be entertained.

Note 3: Relevant template of (a) lodging complaint, (b) notice of appeal & (c) reply slip to complainant are to be provided in HASAS handbook.