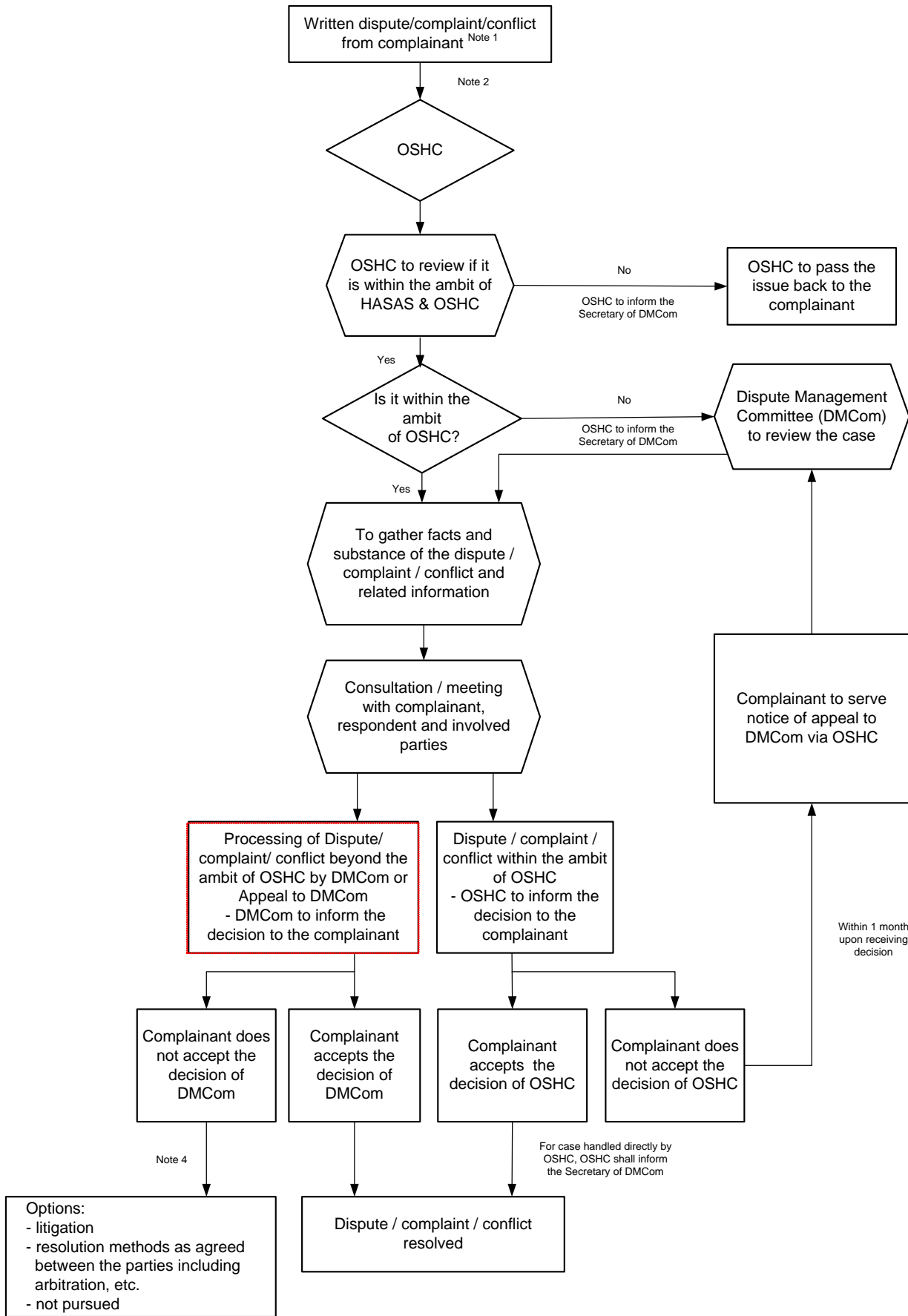


Dispute Management Mechanism (DMM) Workflow

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N.B.
 Note 1: **Complainant** can be Contractor, Nominated Subcontractor or Accredited Safety Auditor and the complaint would be against **Respondent** who can either be the Contractor, Nominated Subcontractor, 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 to OSHC 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 templates of (a) lodging complaint (b) notice of appeal & (c) reply slip to complainant are to be provided in HASAS handbook.
 Note 4: The options to settle the unresolved dispute / complaint / conflict is only between the complainant and respondent.