

n terms of Section 38 of the CSOS Act, any person in a community scheme may make an application to the CSOS if such a person is a party to or is materially affected by a dispute.

The CSOS provides an Alternative Dispute Resolution service. This entails the resolution of disputes outside of the courts. This method is often preferred as the most cost effective and speedy way of settling disputes through methods such as conciliation and adjudication.

Conciliation refers to the process where the parties use the services of an independent conciliator to be appointed by the Ombud to assist parties to arrive at a mutually agreeable solution.

Adjudication refers to the process where an independent adjudicator appointed by the Ombud, or selected by both parties from the list provided by the Ombud, determines how the dispute is to be resolved and makes a binding decision or order.

An application can be made to the CSOS in respect of the following:

1. Financial issues
2. Governance issues
3. Meetings
4. Management services
5. Private areas and common areas
6. General and other Issues

An application can be made to the CSOS in respect of the following:

1. Made using the CSOS application form
2. Lodged with an Ombud
3. Accompanied by the application fee