



24 March 2026

Dear Esteemed Stakeholders,

Subject: Lodgement of new disputes via CSOS Connect – effective 01 April 2026

Following our previous stakeholder communication regarding the launch of the Dispute Resolution Module on CSOS Connect on **01 January 2026**, please be advised that with effect from **01 April 2026**, all new disputes must be lodged via the **CSOS Connect** platform.

This change will enable improved service delivery and transparency by allowing stakeholders to **track disputes live on the system**, receive system notifications, and ensure that all supporting documentation and correspondence are securely captured in one place.

Please note that disputes already lodged via email prior to 01 April 2026, and which have not yet been finalised, will **continue to be processed and resolved using the legacy (email-based) process** to ensure continuity and avoid duplication.

Effective 01 April 2026:

- All new dispute applications must be lodged via CSOS Connect.
- All disputes lodged via email before 01 April 2026 will continue to be handled via the legacy process until finalisation.

For assistance with your profile or technical support on CSOS Connect, please contact the CSOS Connect helpdesk at support@csosconnect.org.za, mosam@csosconnect.org.za, thembelihlem@csosconnect.org.za, and kholelam@csosconnect.org.za.

If you require assistance on how to lodge a dispute on CSOS Connect, please contact lebohang.khumalo@csos.org.za, nombuso.jiyane@csos.org.za and dennis.boshomane@csos.org.za.





HEAD OFFICE: Building 4, Berkley Office Park, 8 Bauhinia Street, Highveld Techno Park, Centurion
WWW.CSOS.ORG.ZA EMAIL: info@csos.org.za ENQUIRIES: **0800 000 653** FRAUD HOTLINE: 0800 701 701

GAUTENG: Building 2, Berkley Office Park, 8 Bauhinia Street, Highveld Techno Park, Centurion. **T:** +27 10 593 0533
KWAZULU-NATAL: 7TH Floor Aquasky Towers, 275 Anton Lembede Street, Durban. **T:** +27 31 001 4215
WESTERN CAPE: 8th Floor Constitution House, 124 Adderley Street, Cape Town. **T:** +27 21 001 2569

Alternatively, you may contact our Call Centre on 0800 000 653 for assistance.

Lesiba Seshoka

Signed by:


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**Acting Chief Ombud
Community Scheme Ombud Services (CSOS)**