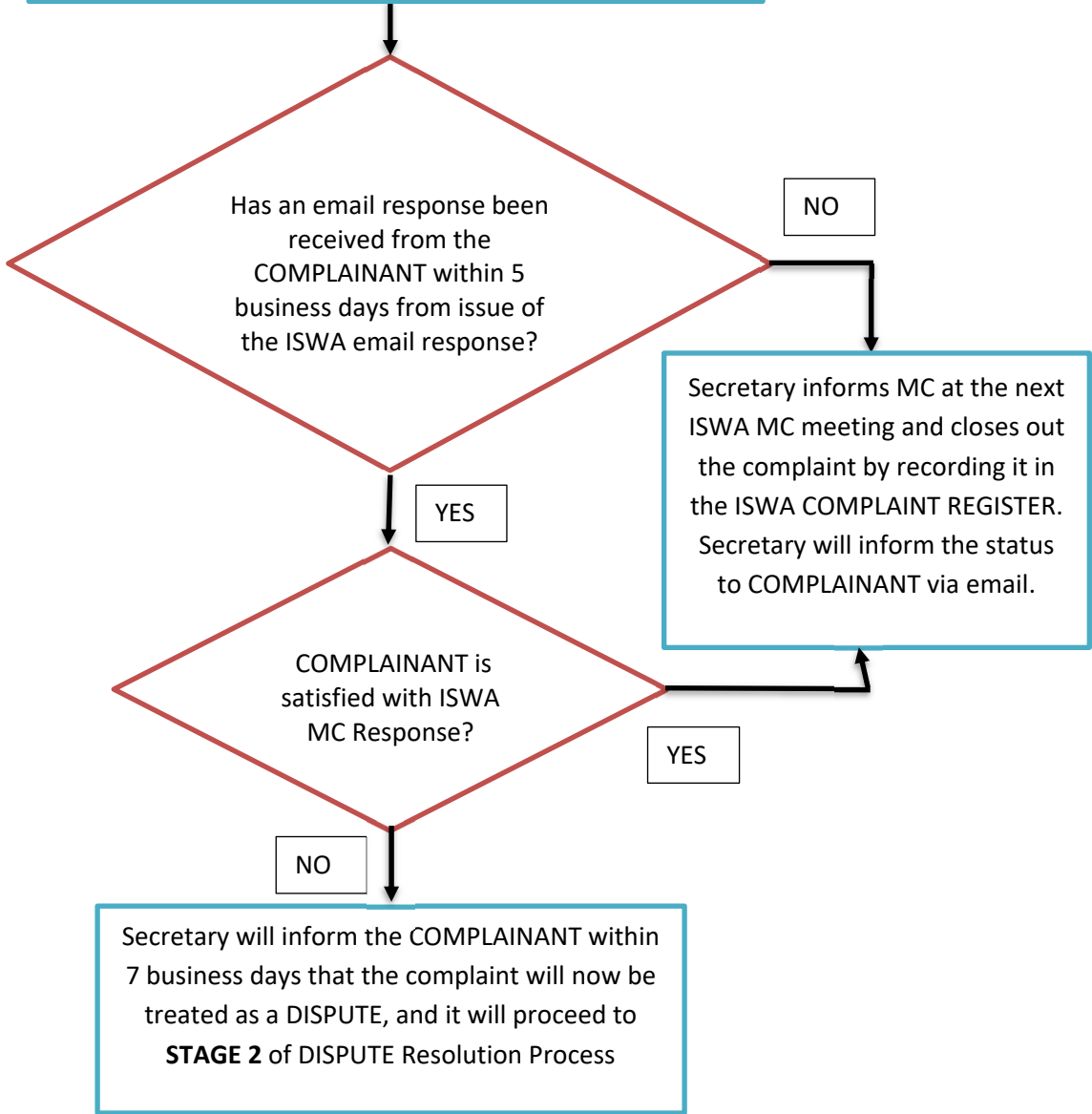


STAGE 1: ISWA COMPLAINT RESOLUTION

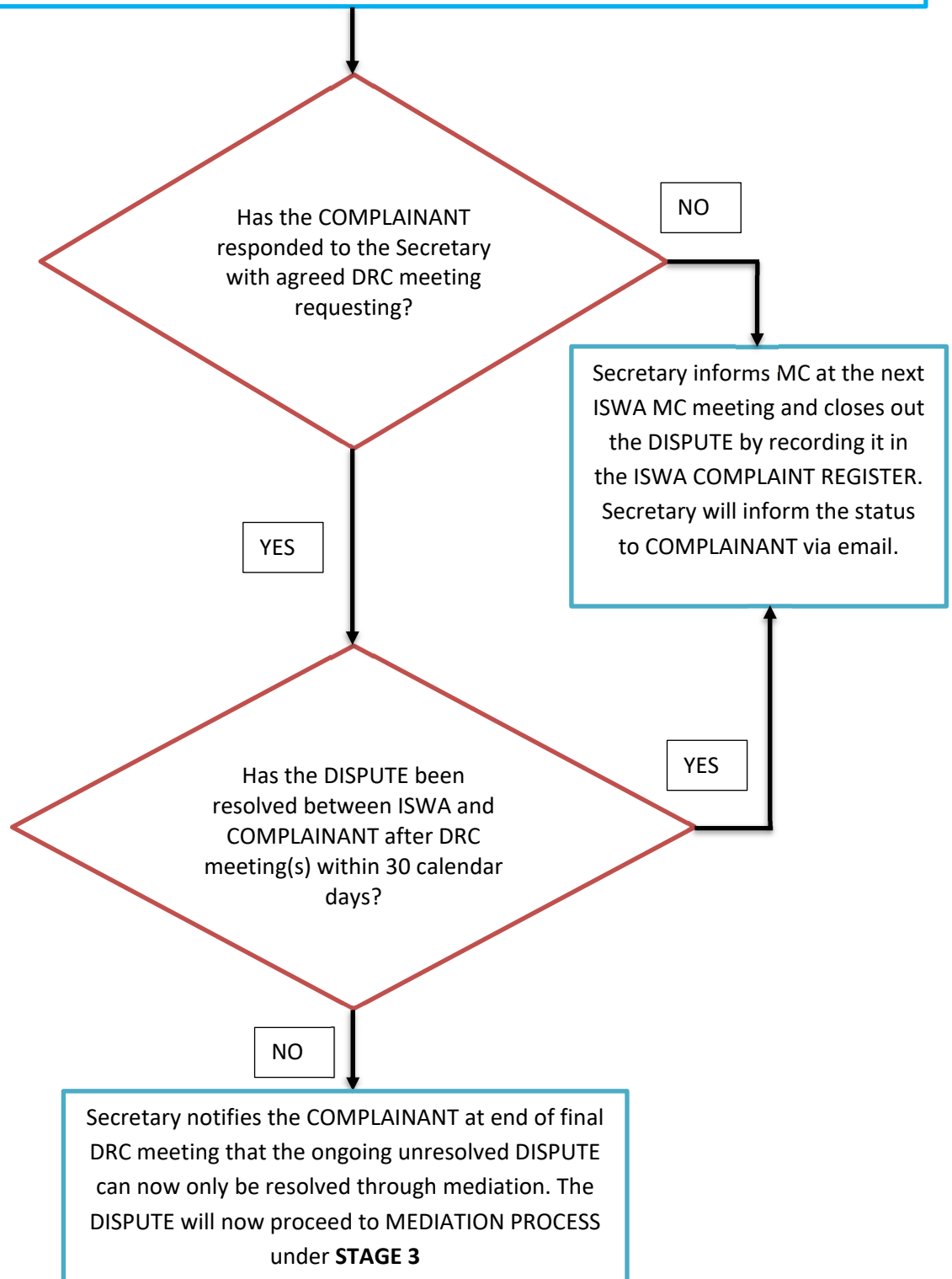
1. ISWA Secretary receives written COMPLAINT from ISWA member/ Public/ External party of interest.
2. Secretary acknowledges receipt with return email informing the COMPLAINANT about next scheduled ISWA Management Committee (MC) meeting.
3. Secretary adds the complaint details into COMPLAINT REGISTER and includes it as an agenda item for the next ISWA MC meeting.
4. ISWA MC reviews and evaluates complaint and decides on most appropriate solution / action to resolve the complaint.

Secretary will send response to complainant through email within 5 business days from the ISWA MC meeting date.
NDA to be signed by complainant before proceeding.



STAGE 2: ISWA DISPUTE RESOLUTION PROCESS

- 1.0 The **STAGE 2** is initiated with ISWA MC appointing a Dispute Resolution Committee (DRC) within 21 business days from the date the complaint has been declared DISPUTE and the COMPLAINANT has been informed by the Secretary via email.
- 2.0 The ISWA COMPLAINT REGISTER is updated by the Secretary.
- 3.0 ISWA Secretary notifies the COMPLAINANT about setting up of DRC via email and requests for a mutually convenient date for a Face-to-Face meeting of ISWA DRC members and the COMPLAINANT(s) with intention to resolve the DISPUTE. The notice period for COMPLAINANT to respond back to ISWA Secretary is within 7 calendar days from the issue of email notice from the Secretary.



STAGE 3: ISWA MEDIATION PROCESS

1.0 The Secretary notifies the COMPLAINANT about initiation of the MEDIATION PROCESS and that a mutually acceptable Mediator will need to be appointed on equal cost sharing basis if any.
2.0 ISWA MC identifies suitable Mediator as appropriate, and the Secretary notifies the COMPLAINANT about appointment of mediator and seeks acceptance of the proposed Mediator.

