A SELF-HELP GUIDE TO THE CCMA

WHAT IS THE CCMA?

The Commission for Conciliation, Mediation and Arbitration (CCMA) is an independent body whom employees can approach for assistance in organisation may also refer a dispute to the CCMA.

- Unfair labour practices
- Workplace discrimination
- resolving disputes within the workplace in terms of rules governed by the Labour Relations Act (LRA). An employer, union or employer **COMMON DISPUTES INCLUDE:** • Unfair dismissal



WHO'S ELIGIBLE AND WHAT ARE THE TIME LIMITS

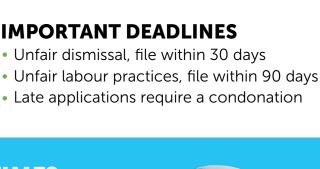
THE CLOCK IS TICKING, KNOW YOUR RIGHTS AND ACT FAST

WHO CAN APPLY

Employees Domestic workers Interns or fixed-term contract workers

deadlines, and what to do next.

- **NEED ADVICE, ANYWHERE, ANYTIME?**



- NAVIGATE LIFE WITH CONFIDENCE, COMMITMENT FREE EXPERIENCE FAST AFFORDABLE PROFESSIONAL LEGAL ADVICE.

Missing key details.

dispute type.

Incorrect employer info or

Visit **AskMyAlLawyer.com** now!

THE CCMA 7.11 FORM

WHAT IS IT & COMMON MISTAKES TO AVOID

Must be completed accurately to avoid delays.

Not signing the form. X

X

X

Your case won't be accepted and you may lose your right to be heard.

Errors or missing information can cost you deadlines and delay justice.

TIME MATTERS

IF IT IS INCORRECT OR INCOMPLETE

THIS FORM OPENS THE CCMA PROCESS Completed correctly, it puts your case on the path to a fair outcome.





CCMA (All Workers) Bargaining Council (Specific Industries) Everyone X Industry Specific

✓ Yes

Yes

✓ Sometimes

(a) Name of the party if the referring party is an employee or employer

.....Cell:....

or trade union, or if the employer's organisation is assisting a member to the

....Cell:....

.....Postal Code:....

......Postal Code:.....

ASK US FOR ADVICE

HOW TO COMPLETE THE CCMA 7.11 FORM

✓ Yes

X No

X No

FOLLOW THESE STEPS TO FILL OUT YOUR FORM CORRECTLY **DOWNLOAD THE FORM** DETAILS OF PARTY REFERRING THE DISPUTE READ THIS FIRST As the referring party, are you: A trade union ☐ An employee An employer An employer's organization

employer that is referring the dispute must be filled in (a). If there is more than one employee to the dispute and the referring party is not a trade union, then each employee must supply them.

personal details and signature on a separate page, which must be attached to this form.

OTHER PARTIES more than one party is referr e dispute or if the dispute ferred against more than or rty, write down the additio

The other party is:

An employee

☐ An employer

ID Number:. Postal Address:...

Name:....

dispute

Alternate contact details of employee:

Fax: Email:

2. DETAILS OF THE OTHER PARTY (PARTY WITH WHOM YOU ARE IN DISPUTE)

A trade union

☐ An employer's organisation

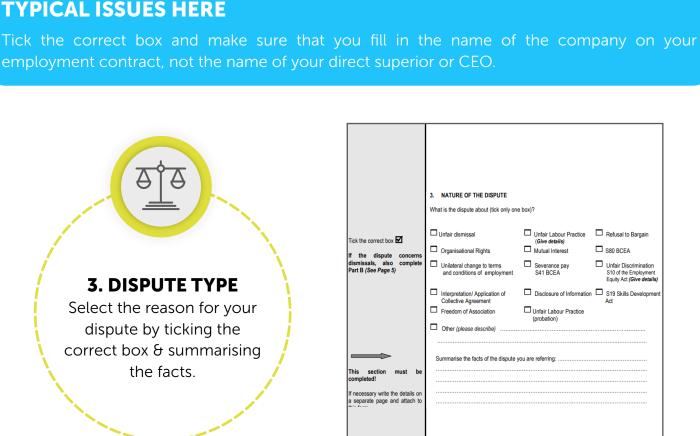
.....Postal Code:...

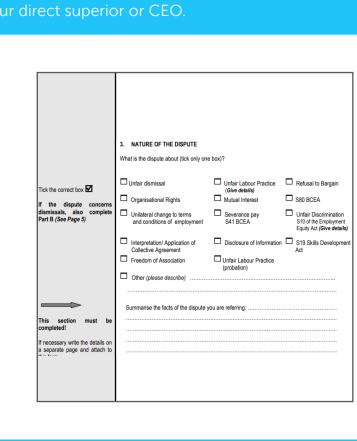
Please turn over -

Postal Address:....

Fill in your correct full name, ID number & contact information.

TYPICAL ISSUES HERE





Unfair Dismissal - If you were dismissed from your job in a manner that breaches labour laws, the CCMA can assist in resolving the issue.

TYPICAL ISSUES HERE

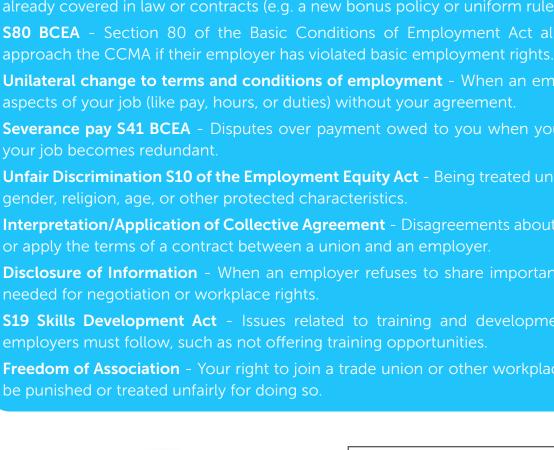
Unfair Labour Practice - This includes disputes about working conditions, promotions, and other workplace rights. Refusal to Bargain - When an employer or union refuses to negotiate in good faith on matters like wages, benefits, or working conditions.

Organisational Rights - Rights that trade unions have in the workplace, such as access to

Mutual Interest - Disputes about changes that affect working conditions or benefits that aren't

which will aid your understanding of the terminology used in this section:

members, deducting union fees, or electing union representatives.



4-5. DATE OF DISPUTE

Fill in the exact date and city

the dispute arose or

occurred in.

6-9. OUTCOME &

OTHER INFORMATION

State what outcome you

want, your work sector, if

you need an interpreter, &

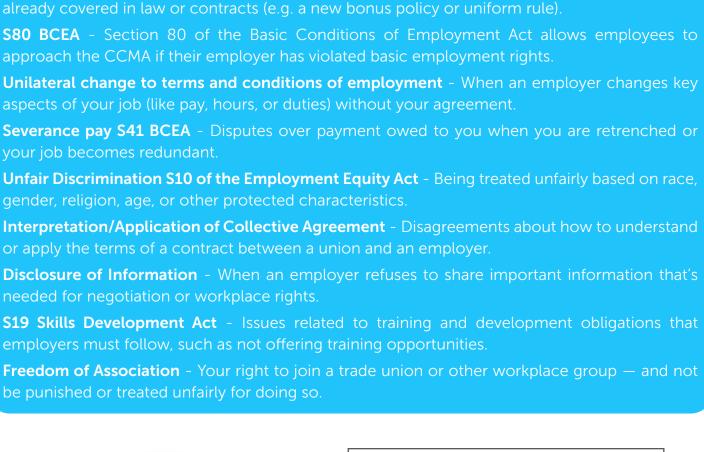
any other urgent or

important details.

TYPICAL ISSUES HERE

that you became aware of the unfair treatment (4 months ago).

TYPICAL ISSUES HERE



(give the date, day, month and year)

(give the city/town in which the dispute)

☐ YES

Please turn over

☐ isiZulu

Setswana

Other (please in

Public Service

Health

☐ Chemical

Agriculture

Contract Cleaning

☐ YES

isiXhosa

☐ siSwati

Private Security

Paper & Printing

Food & Beverage

Other (please de

isiNdebele

Briefly outline any special features / additional information the CCMA needs to note

☐ Sesotho

☐ Xitsonga

Do you require an interpreter at the conciliation / con-arb?

9. SPECIAL FEATURES / ADDITIONAL INFORMATION

Building & Construction

☐ Services

 \square_{NO}

If the dispute concerns a dismissal the date inserted here must be the same as that set out in Ite

DATE DISPUTE AROSE

5. DETAILS OF DISPUTE PROCEDURES FOLLOWED

Have you followed all internal grievance / disciplinary procedures

The dispute arose on:

The dispute arose where:

before coming to the CCMA? Describe the procedures followed:

6. RESULT OF CONCILIATION What outcome do you require?

Tick the correct box

Parties may, at their own cost, oring interpreters for language other than the official South

Firstly, the result of conciliation can either be compensation or reinstatement ensure to specify your desired outcome. Furthermore, ensure that you tick the correct box for the industry sector of which the dispute occurred. Briefly outline any additional information that you would like the

SECTOR ndicate the sector or se

Retail sector ☐ Mining

☐ _{Motor}

Distribution

Wholesale

Domestic

Afrikaans

☐ Sepedi

Tshivenda

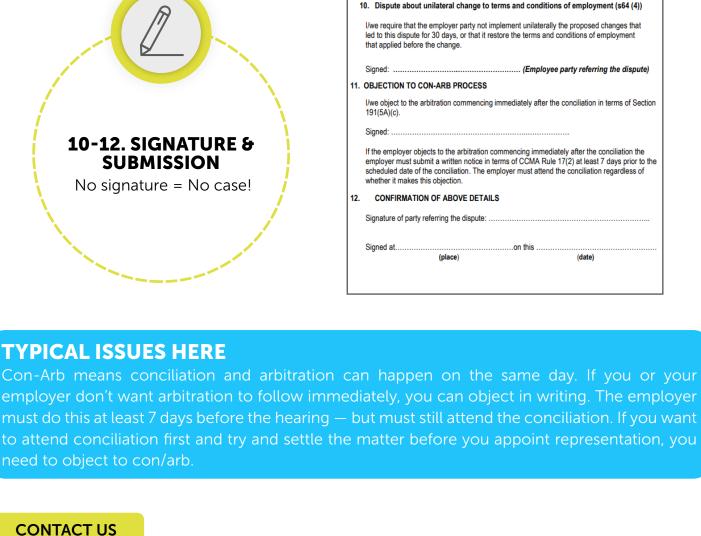
8. INTERPRETATION SERVICES

If yes, please indicate for what language:

2 of Part B.

If the dispute arose over a period of time, always give the date related to the steps taken by the employer. For instance, if your employer started disciplinary processes but fired you in May this year, you must put down May. For Unfair Labour Practices you need to put down the date when you first realised that you were being treated unfairly. For instance, if your employer started treating you unfairly 4 months ago, and recently you had a big fight, your must use the first date





STEP 1 If you want to refer a dispute you will be required to complete a

CCMA case referral form

(LRA Form 7.11) and email

or hand deliver the form

Parties are not allowed

legal representation during

conciliation, but you may

registered trade union or a

registered employers'

organisation if you're a

represented by a

to your employer.

STEP 4

member.

STEP 2

or hand.

Once delivered, you must send the completed form

and proof that it has been

delivered to the employer

and to the CCMA by email

FIND A CCMA OFFICE NEAR YOU

CONTACT US

WHAT HAPPENS AFTER SUBMISSION? (CCMA PROCESS) YOUR DISPUTE MOVES THROUGH THESE STAGES: 2.

Acknowledgment of

receipt.

ASK US FOR ADVICE

0860 587 587

Employer is officially

notified.







NEED HELP WITH A WORK DISPUTE?

DON'T LET CONFUSION DELAY ACTION — MY AI LAWYER EXPLAINS YOUR RIGHTS, HELPS WITH FORMS, AND TELLS YOU EXACTLY



Dispute is resolved or

escalated.

GET GUIDANCE FROM OUR LEGAL ADVISORS OR AI LAWYER

HOW TO SUBMIT THE CCMA 7.11 FORM CONTACT THE CCMA NATIONAL OR REGIONAL OFFICE NEAR YOU

> 00000 00000 00000

The CCMA will then

contact you and the

other party within 30

days of the referral and

inform you of the date,

time and venue of the

first hearing, namely

During conciliation the

will attempt to assist the

parties to resolve the

dispute by reaching an

agreement mutually

acceptable to both,

failing which a certificate of no-outcome is issued.

Commissioner

STEP 3

conciliation.

STEP 5

CCMA

WHAT TO DO NEXT. Digital when you want it. Human when you need it. Get tailored CCMA advice—form checks, deadline reminders, document review—anytime on web or WhatsApp.

Visit **AskMyAlLawyer.com** now!

The official form used to lodge disputes at the CCMA. Ensures your case is formally recorded and processed.

WHY THE 7.11 FORM MATTERS

DOWNLOAD THE FORM

CCMA VS BARGAINING COUNCILS KNOW WHERE TO LODGE YOUR DISPUTE **Feature** Who is Covered?

Handles Disputes?

Fees Involved?

NOT SURE? ASK HR OR CHECK YOUR PAYSLIP FOR A BARGAINING COUNCIL DEDUCTION.

representing you they will use part B.

1. YOUR DETAILS

name, address & contact details.

2. EMPLOYER DETAILS Fill in the correct company