

Who We Are

The Tripartite Alliance for Dispute Management (TADM) is established by the Ministry of Manpower (MOM), National Trades Union Congress (NTUC) and Singapore National Employers Federation (SNEF) to help employees and employers manage their employment disputes.

Our Key Services

We assist employees and employers to manage their employment disputes through advisory and mediation services.

Advisory (for employees and self-employed persons)

We will explain the options available for managing an employment dispute. Depending on the case, we may recommend other partners who can help you.

Mediation

We provide mediation for:

- Salary-related claims
- Wrongful dismissal claims prior to the adjudication by the Employment Claims Tribunals.

Supported by:

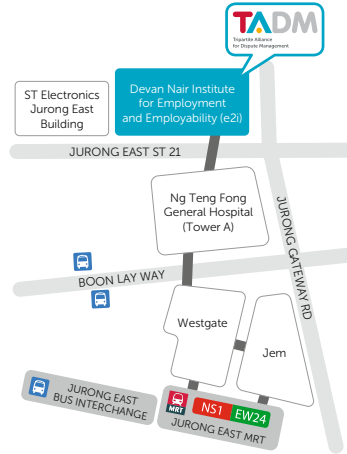


You may also download this brochure from our website. All information stated in this brochure is correct as of April 2019.

Devan Nair Institute for Employment and Employability

(For Singaporeans and PRs)

80 Jurong East Street 21 #03-03 Singapore 609607



MOM Services Centre

(For work pass holders only)

1500 Bendemeer Road, Hall A, Level 3, Singapore 339946



Opening hours:

Mondays to Fridays: 8.30am to 5.30pm
(Last appointment is at 4.45pm)

Closed on weekends and public holidays



Tripartite Alliance for Dispute Management

Our Services

Approach us if you need help with your employment dispute

Advisory Services

(for employees and self-employed persons)

We will provide advice and options to help you manage the dispute.

Our advisory services are by appointment only. Each advisory appointment is allocated 45 minutes.

How do I make an appointment to see an advisory officer?

Step 1: Book an appointment online at tadm.sg.

Step 2: Choose your preferred date and time. A confirmation will be sent to you via email or SMS

Step 3: A reminder will be sent to you 2 days before the appointment.

Please be punctual for your appointment. If you are late, you may have to wait longer as those who arrive on time will be served first.

If you need to change your appointment, do so at least one day prior to your appointment via tadm.sg.

What do I need to have for my appointment?

- Identification documents (e.g. NRIC, work pass card)
- Mobile number for contact information and SMS reminders
- Registered Company Name as per ACRA records
- Any relevant information and supporting documents, such as your employment contract or key employment terms, termination letter, payslips, CPF statements etc

Mediation Services

Mediation helps resolve employment disputes. Our professional mediators will assist parties in exploring options to arrive at fair and amicable outcomes.

For Salary-related Claim

You will need to have details of the claims including the claim amount. We will schedule a mediation session thereafter.

For Wrongful Dismissal Claim

You will need to cite recent incidents and provide supplementary documents to substantiate your claim. TADM will assess if the claim on wrongful dismissal can be substantiated before arranging for a mediation.

You can submit your mediation request online via tadm.sg.

Registration Fees

- \$10 per claim if you are claiming \$10,000 or less
- \$20 per claim if you are claiming more than \$10,000

If you are filing for both salary-related and wrongful dismissal claims, you need to file the 2 claims separately. Separate claim limits and filing fees applies.

If you are a union member, please approach your union or NTUC to file your claim.

Our Support Services and Partners

For Singaporeans and PRs, we can provide access to our partners' services and support if needed.

- Union Assistance
- Employment Facilitation from Employment and Employability Institute (e2i) or Workforce Singapore (WSG)
- Financial Assistance from Social Service Offices (SSO)

For work pass holders, the services available are:

- Assistance from the Migrant Workers Centre (MWC)
- Extension of Special Pass



When faced with an employment dispute, discuss it amicably with your employer first

Many disputes can be resolved by communicating and working together to reach an agreement.