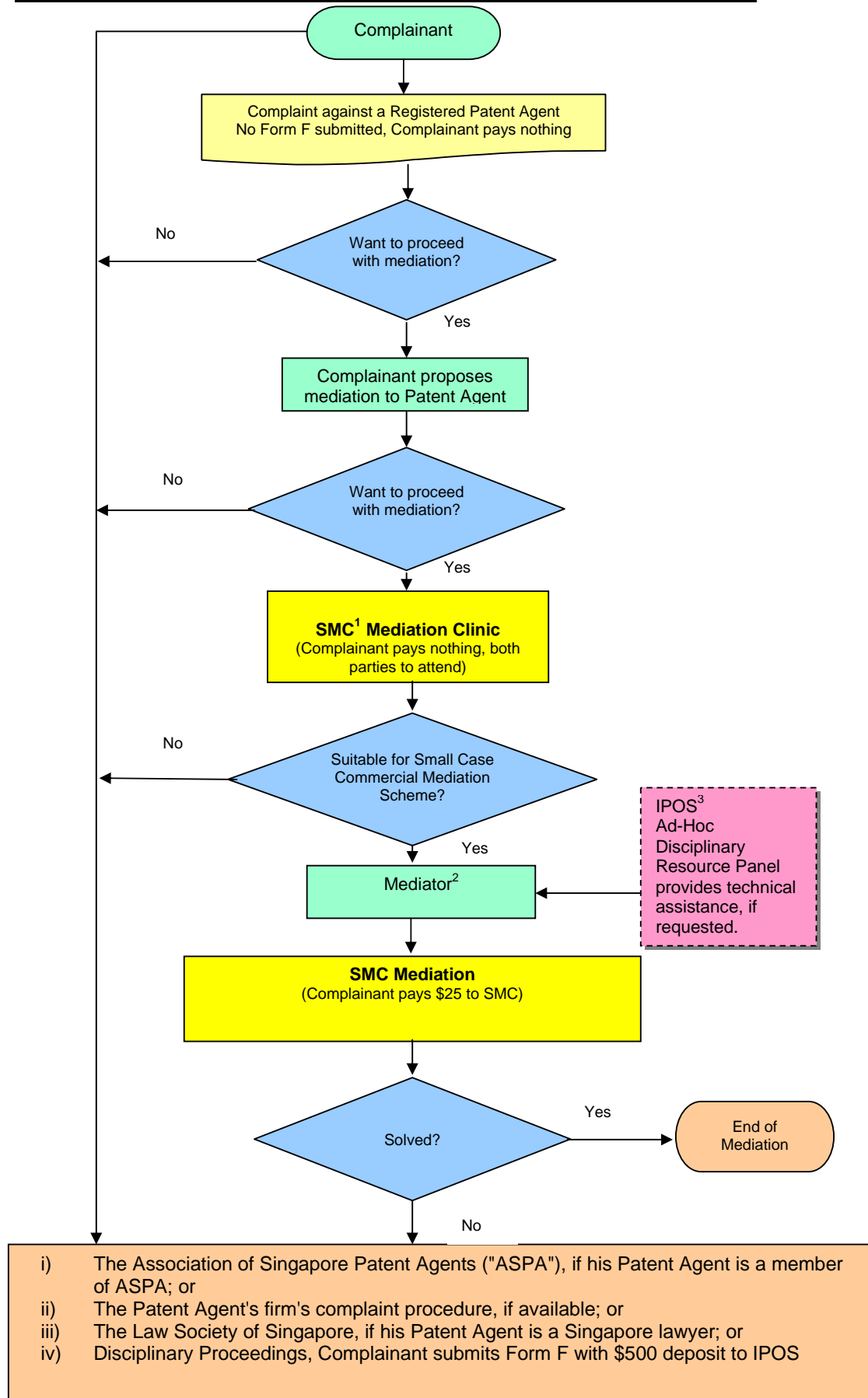


**Flow Chart for a Complaint against a Registered Patent Agent (Mediation Route)**



1. SMC stands for the Singapore Mediation Centre. For more information, the public can contact the SMC directly at Tel: 6332 4366 or at [enquiries@mediation.com.sg](mailto:enquiries@mediation.com.sg) or visit their website <http://www.mediation.com.sg>.
2. SMC recommends a suitable mediator. SMC updates IPOS whether mediation is proceeding, and if so informs IPOS of the outcome accordingly.
3. IPOS's Ad-Hoc Disciplinary Resource Panel gives technical assistance if the mediator requests for information on technical issues. A member of the Panel will only give a written opinion but will not be present at the mediation session(s).