



Office of the Telecommunications Ombudsman

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Ombudsman

Customers matter

What we do

- One of two approved ADR schemes
- Opened for business on 1 January 2003
- Resolve disputes for domestic and small business consumers
- More than 200 member companies

Where ADR fits into your customer management process

- Not part of your front line
- But part of your overall service
- An independent, but visible, last step
- Confidence that there is somewhere to go if you can't resolve a dispute
- Be the release valve in the pressure cooker
- Will consider the interests of both parties
- Don't regard it as failure if we take a dispute

How we resolve disputes

- Examine evidence from both parties
- Issue a Provisional Conclusion
- Followed by a Final Decision
- Have regard to:
 - Regulation
 - The law
 - Natural justice
 - Balance of probabilities

What can we require?

- A product, a service or some practical action that will benefit the complainant
- An apology or explanation
- A financial award (up to £5000 including VAT)
- So that the same problem is less likely to happen again, the Ombudsman may also recommend changes to policies and procedures

If the complainant accepts the resolution offered by the Ombudsman the member company involved has agreed to abide by the Ombudsman's decision

Current Issues

- Ofcom review of ADR and complaints handling
- Mobile mis-selling – code of practice
- Broadband speeds
- Additional charges review

Some facts and figures 2007/2008

- Otelo received 104 000 contacts
- 4139 Provisional Conclusions were issued
- 86% of Final Decisions included a financial award the average award was £110.00 although 57% of awards were for less than £100

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