

Telecommunications Industry Ombudsman

PRACTICAL TIPS FOR REFERRING MATTERS TO AN EDR SCHEME

Simon Cohen - Ombudsman



Telecommunications
Industry Ombudsman

1993 • 2013
20 years of dispute resolution

Evolution of the Ombudsman's Office

- Origins in 18th Century Sweden
- 'Citizen's Defender' created in 1809
- The office began expanding to other countries in the 20th Century

#OITNB

Ombudsman
is
the
new black

What issues can Ombudsman's offices look into?

- Conduct and decision making of government bodies
- Most facets of a particular industry:
 - Bills, default listings, capacity to enter into contracts
- Considers what is law, good industry practice and what is fair and reasonable.
- Usually only recent matters

Ombudsman schemes provide access to justice

- In 2012-13, 355,630 disputes resolved
- No fee for the consumer
- No need for representation (although representation is welcomed)

How we resolve disputes

- ADR methods – referral / Conciliation / Facilitation / Investigation
- 82% resolved through referral
- 79.6% resolved within one month
- Tailored resolutions
- High consumer and service provider satisfaction

How we use complaint information

- Systemic investigations
- 2013: Stopped Excite 2011 deducting money from Centrepay
- Influence government action
- New TCP Code reflects many of our concerns

Outreach

- Work with intermediaries
- Consumer roundtables
- Attend community events

Practical tips when working with an Ombudsman

- **Step 1** – Speak to the provider
- **Step 2** – Refer or act on behalf of your client?
- **Step 3** – Prepare your Ombudsman complaint
- **Step 4** – Get in touch
- **Step 5** – Work with your provider
- **Step 6** – Come back to us

Contacts

ANZOA

www.anzoa.com.au

Phillip Money

Outreach Manager

03 8600 8378

Phillip.Money@tio.com.au

TIO

1800 062 058

www.tio.com.au

James McDonald

Executive Officer

03 8680 8526

james.mcdonald@tio.com.au