

Press Release

For immediate release 21 April 2011

Consumer Panel welcomes move by Ofcom to publish telecoms complaints data by provider

Commenting on Ofcom's publication today of complaints data by telecom provider, Communications Consumer Panel Acting Chair Bob Warner said:

"Last year the Panel called on Ofcom to publish data on the numbers of consumer complaints to telecoms providers, so today I am happy to welcome this first step by the regulator towards greater transparency. Publishing the numbers of complaints by provider is good news for consumers, who will now be able to make an informed choice about the provider that is best for them - and give telecoms providers an incentive to improve their service. I would encourage Ofcom to look at ways in which the Alternative Dispute Resolution (ADR) schemes could also publish data that is meaningful to consumers in the future."

Ends

CONTACTS

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NOTES TO EDITORS

The Communications Consumer Panel was established to advise Ofcom on the consumer interest in the markets it regulates. The Panel is independent and sets its own agenda. Visit www.communicationsconsumerpanel.org.uk for more information.