

Press Release

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Transparency is key to successful ADR schemes, Panel says

Responding to Ofcom's statement on the review of the alternative dispute resolution (ADR) schemes introduced for customers of communications companies, Communications Consumer Panel member, Kim Brook, said:

"The Communications Consumer Panel has consistently backed moves to improve the two ADR schemes, including the introduction of decision-making principles to increase consistency in outcomes. We are pleased that our views have played a part in changes that will help to make the complaints process more accessible and transparent for customers. It is vital that the schemes are not only consistent with each other, but also swift, fair, free and effective. Also, our concerns about compensation levels for consumers have been addressed in Ofcom's statement, and information will now be available to people making a complaint. However, we would still like to see both schemes use more consumer-friendly language in their customer information.

"The Panel continues to call for the publication of information about complaints referred to ADR and the proportion that are upheld."

Ends

CONTACT

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NOTES TO EDITORS

The Communications Consumer Panel encourages Ofcom, Government, industry and others to look at issues through the eyes of consumers and citizens and protects and promotes their interests. The Panel is independent and sets its own agenda.

Visit www.communicationsconsumerpanel.org.uk for more information.

The two approved ADR schemes are:

Ombudsman Services: Communications

<http://www.ombudsman-services.org/communications.html>

Communications and Internet Services Adjudication Scheme (CISAS)

<http://www.cisas.org.uk/>