

## Press Release

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### Consumers should be able to see outcomes from complaints resolution schemes, Panel says

Responding to the introduction of new rules to help customers resolve complaints, Communications Consumer Panel Chair Bob Warner said:

“New rules to compel telecoms providers to inform customers about their rights to complain are a significant step forward. But, consumers would benefit even more if they could see how many complaints are taken to Alternative Dispute Resolution (ADR) schemes, and how well companies are doing at resolving those complaints. Once the schemes are established, I would encourage Ofcom to look at ways in which the ADR schemes could publish the data so that consumers can make a real informed choice about which provider is best for them.”

Ends

#### CONTACT

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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](http://www.communicationsconsumerpanel.org.uk) for more information.

Under Ofcom’s regulations, phone companies must be a member of a recognised Alternative Dispute Resolution Scheme. Examples of complaints the schemes consider include:

- Disputed charges appearing on a bill
- Refund claims
- The handling of a complaint.

The Ofcom Quality of Research report can be found at:

<http://consumers.ofcom.org.uk/2011/07/customer-service-satisfaction-levels-revealed/>