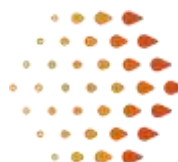




Queen Margaret University
CONSUMER DISPUTE RESOLUTION
CENTRE



Telecommunications
Industry
Ombudsman

Telecommunications Industry Ombudsman

Independent five-year review

Public Consultation 21 March 2022 - 15 May 2022

The Telecommunications Industry Ombudsman (TIO) has appointed Queen Margaret University from Edinburgh, Scotland to conduct its independent five-year review. As part of this review, Queen Margaret University is conducting a public consultation of which this is part. Both the TIO and Queen Margaret University would be grateful if you could take the time to complete the questions within this Issues Paper. The issues contained within this paper are based primarily upon the Australian 'Benchmarks for Industry Based Customer Dispute Resolution'. The Board of TIO determined that this review should not consider the TIO's complaint handling technology nor its funding structure. Please note that you need only answer questions where you have a view or opinion you wish to provide. The answer boxes will expand as you complete the questions. Please send the completed paper to TIOreview@qmu.ac.uk by close of business 15 May 2022

It is the policy of the TIO that it should be as transparent as possible at all times. Therefore, at the same time as the final Independent Review report is published, or shortly thereafter, the TIO will publish all submissions received by Queen Margaret University as part of this consultation. You may wish to take this into consideration when completing the form. If you wish to keep your submission confidential, please indicate this below.

Name of submitting organisation: _____

Would you like to request confidentiality? Yes / No

Industry Benchmark 1: Accessibility

Intention: The office makes itself readily available to customers by promoting knowledge of its services, being easy to use and having no cost barriers.

Possible issues for consideration:

- The TIO's complaint handling materials.
- Ease of using the scheme.
- Simplicity of the TIO's processes.
- Raising awareness of the TIO scheme to disadvantaged and vulnerable consumers.

Industry Benchmark 2: Independence

Intention: To ensure that the processes and decisions of the office are objective and unbiased, and are seen to be objective and unbiased.

Possible issues for consideration:

- The independence and impartiality (actual and perceived) of the TIO's case-handling and decision-making processes.

Industry Benchmark 3: Fairness

Intention: To ensure that the office performs its functions in a manner that is fair and seen to be fair.

Possible issues for consideration:

- The fairness of the policies and procedures used when considering a complaint.
- Does the TIO utilise fair and reasonable decision-making.

Industry Benchmark 4: Accountability

Intention: The office publicly accounts for its operations by publishing its final determinations and information about complaints and reporting any systemic problems to its participating organisations, policy agencies and regulators.

Possible issues for consideration:

- Awareness of, and satisfaction with, the TIO publication of its decisions.
- The reporting by the TIO on its systemic investigations.
- Publication by the TIO of complaint data and supporting analysis.
- Public accountability for its performance.

Industry Benchmark 5: Efficiency

Intention: The office operates efficiently by keeping track of complaints, ensuring complaints are dealt with by the appropriate process or forum and regularly reviewing its performance and provides value for money.

Possible issues for consideration:

- Timeliness of TIO complaints resolution activities.
- The quality of the TIO's complaint resolution services.

Industry Benchmark 6: Effectiveness

Intention: To promote community confidence in the office and ensure that the office fulfils its role.

Possible issues for consideration:

- The impact of the TIO's new powers and jurisdiction on consumer and member experience. **DN some detail here**
- The TIO's ability to consider the vast majority of complaints arising from the telecommunications sector including its ability to consider the whole of any such complaint.

Additional issues

Issue: Revised Terms of Reference

Possible issues for consideration

- The TIO has recently introduced new Terms of Reference (effective from 1 January 2022). Do you have any comments or feedback concerning these new Terms of Reference, including the implementation of the revised financial limit and the new power to award compensation for non-financial loss?

Issue: Systemic investigations

Possible issues for consideration

- The TIO's ability to identify potential systemic issues for investigation.
- The conduct of systemic investigations by the TIO.
- The ability of TIO's systemic investigations to contribute to system improvement.

Issue: Government and regulator engagement

Possible issues for consideration

- Have you any views of the degree and nature concerning the TIO's engagement with government and relevant industry regulators?

Issue: Governance and authorising environment

Possible issues for consideration

- The TIO operates within a complex governance and authorising environment. Do you have any views on how this environment impacts upon the TIO and its ability to operate in accordance with the industry benchmarks for consumer dispute resolution?

Issue: Member and stakeholder engagement and outreach activities:

Possible issues for consideration

- Does the TIO sufficiently engage with and respond to members?
- Does the TIO conduct sufficient stakeholder engagement and outreach activities. What more could be done?
- Are there any changes required to current approaches?

Issue: Land access

Possible issues for consideration

- TIO has jurisdiction to consider objections to telecommunications carriers entering onto land to inspect, install or maintain low impact telecommunications infrastructure. Do you have any views on the TIO's role in this area? Do you have any comments about the TIO's handling of land access objections?

Thank you for taking the time to complete this Issues Paper. The Queen Margaret University research team.