

Your response

Question	Your response
Question 1: Do you agree with the areas we are planning to cover as part of this review? Are there additional areas we should take into account?	Confidential – N Three welcomes Ofcom’s review of ADR in the telecoms sector and agrees with the areas Ofcom proposes to cover as part of its review.
Question 2: Do you have any comments on the issues raised in relation to these areas? Please provide any supporting evidence that you think we should take into account.	Confidential – N Ofcom’s Oversight of ADR schemes Three notes that Ofcom proposes to examine: i) whether the approved ADR schemes continue to satisfy the relevant approval criteria and; ii) whether there is consistency between the schemes. As part of this, Three would encourage Ofcom to consider how it monitors scheme performance (beyond the existing KPIs) to ensure consistency of approach and decision making for the benefit of both consumers and ADR scheme members. Three also notes that Ofcom is considering whether ADR providers are sufficiently transparent about the cases they handle, to positively improve complaints handling and support Ofcom’s oversight of operators and the schemes. Three would welcome greater transparency in the range and quality of data that is published, so it can measure its performance against industry and use this insight to facilitate continuous improvement.
Question 3: Do you consider there are additional sources of information we should consider when undertaking our assessment of these areas?	N/A

Please complete this form in full and return to ADRreview@ofcom.org.uk