

Your response

Question	Your response
<p>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?</p>	<p>Confidential? – N</p> <p>Yes, we agree with the areas you are planning to cover as part of this review.</p> <p>There are no additional areas we think you should take into account.</p>
<p>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.</p>	<p>Confidential? – N</p> <p>We have some concerns in relation to reducing the timeframe before consumers can access ADR from the current eight weeks (paragraph 3.5).</p> <p>We don't believe that reducing the existing eight-week timeframe would be achievable for the following reasons:</p> <ul style="list-style-type: none"> i) Complaints that reach the ADR stage of a complaints procedure are often complex and take time to fully review and resolve with the customer. A shorter timeframe would not allow enough time for CPs to resolve the complaint before it escalates to ADR. ii) Often telecoms complaints rely on third parties to resolve and therefore a reduced timeframe would mean that these complaints may reach ADR before they need to. iii) We believe the volume of complaints that the ADR schemes have to deal with would increase significantly if the timeframe was shortened. Unless additional resource is provisioned by the ADR schemes, quality and speed of response may be impacted.
<p>Question 3: Do you consider there are additional sources of information we should consider when undertaking our assessment of these areas?</p>	<p>Confidential? – N</p> <p>No</p>

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