



CONFIDENTIAL

ADR Review
Ofcom
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

10 January 2024

By email only to: ADRreview@ofcom.org.uk

Review of ADR in the telecoms sector: Call for inputs to inform Ofcom's review of Alternative Dispute Resolution (ADR) procedures established under the Communications Act 2003

Dear ADR Review,

Please find Virgin Media O2's (VMO2) response to the above call for inputs.

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?

VMO2 has no objections to the areas Ofcom is planning to cover as part of the review, any additional points for Ofcom's consideration are set out in response to questions 2 and 3, below.

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.

- **Consistency** - As part of this review VMO2 would welcome greater consistency in approach from each of the adjudicators. [REDACTED] will review cases where the customer has not given Providers the opportunity to fix or resolve the issue and in some cases an internal complaint has not been received by the Provider. [REDACTED] VMO2 would like to see improved consistency and clearer guidelines e.g. complaint must be deadlocked or over 56 days before the adjudicators will review the matter.

- **Service levels provided by the adjudicators** – VMO2 would welcome greater scrutiny of the service levels being provided by the adjudicators and whether the service levels meet customer expectations. On a number of occasions, VMO2 are prevented from resolving complaints as ‘backlogs’ have built up [REDACTED]. As highlighted above, in some instances these are cases that have not been raised with the Provider in the first instance, therefore the Provider should be afforded the opportunity to resolve the complaint, in any event. VMO2 would welcome routine visibility of regular reporting, provided to each Provider (or disseminated via Ofcom) [REDACTED]. [REDACTED] Visibility of the volume of cases [REDACTED] outstanding, or the time taken to review the case on behalf of the customer, would help provide insight into ADR resolution times. [REDACTED]

Question 3: Do you consider there are additional sources of information we should consider when undertaking our assessment of these areas?

As per the points above, it would be helpful to understand the average resolution time for a case when it reaches the adjudicators as well as what % of cases are taken on where the customer has bypassed the Provider’s internal complaints process.

We would, of course, be happy to discuss the points raised in this letter, should Ofcom find that helpful.

Yours sincerely,

[REDACTED]
Regulatory Policy & Compliance Advisor
Virgin Media O2 UK