

Your details

Full name: Mark Blair

Representing: Individual

Contact phone number:

Organisation (Optional):

Email address:

Confirmation:

I confirm that the correspondence supplied with this form is a formal consultation response. It can be published in full on Ofcom's website, unless otherwise specified below, and I authorise Ofcom to make use of the information in this response to meet its legal requirements.

Confidentiality

We will keep your contact number and email address confidential. Are there any additional details you want to keep confidential? (Optional):

None

If you want part of your response kept confidential, which parts? (Optional):

Confidential Responses Only:

Ofcom may publish non-confidential responses on receipt:

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Your response

What is your response to this call for inputs?:

I recently had cause to refer a complaint about my mobile phone provider to Ombudsman Services. In part I did this because I wanted the ADR to hold the provider Vodafone to account and to provide to me with assurance that the complaint had been investigated properly. Unfortunately my experience was entirely unsatisfactory on both counts. Regardless of the merits of my complaint the "decision" from OS was inconsistent, perfunctory, and inherently unsafe. I find it extraordinary that should you not agree with a decision issued by OS there is no right of appeal other than by the same assessor who looked at the claim originally. This is a clear conflict of interest and benefits nobody other than the ADR I now have zero confidence in the telecommunications industry or the independence of this ADR. The whole thing stinks of a self perpetuating cartel generating management expenses through case fees and a complete lack of transparency and accountability