

Your details

Full name:

Representing:

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):

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

Confidential Responses Only:

Ofcom may publish non-confidential responses on receipt:

Your response

What is your response to this call for inputs?:

Keep part of the response confidential

Name and organisation

(Confidential Responses Only) Please TICK to allow Ofcom to publish a reference to the contents of your response (including, for any confidential parts, a general summary that does not disclose the specific information or enable you to be identified)

Ofcom may publish non-confidential responses on receipt

We are a third party used to assist customers, primarily small business, with disputes they're having with providers and guide them through the complaints process, acting as a representative with either CISAS or Ombudsman Services if needed. Due to this, we raise complaints with them on a regular basis so have lots of experience with their handling of such issues. CISAS have been exemplary from my experience. To the contrary, we've had more mixed opinions about Ombudsman Services and they seem highly inconsistent with their resolutions. We have had a decision given in our favour, yet when raising an identical complaint at another time they go against us. Despite appealing and providing the previous case reference for them to double check their inconsistency, we have to wait long periods of time to have a one sentence response 'We have reviewed the previous case and believe certain aspects are different. You now have no chance to appeal' - no further explanation provided.