

**Your details**

Full name: Solomon Lee

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):

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**Your response**

What is your response to this call for inputs?:

As a fellow member of the Institute of Chartered Secretaries and Administrators, I would like to make the following remarks on Ombudsman's suitability for so called 'an independent investigation' on complaints made to ombudsman i.e. they don't know the meaning of a breach of contract, in view of the lack of sufficient training how they can carry out so called "an independent investigation" or else this may be their deep rooted culture in that organisation. They have no idea of a breach of statutory requirements i.e a provider is in breach of statutory instruments e.g. 20 working days of cooling off period of rights for a customer. I feel that it is very sad to appoint this organisation to allow to investigate a customer's complaint. It appears that somebody in Ofcom must supervise this organisation otherwise a customer always suffers as a result of this lack of expert. They don't even know the meaning of the principle of offer and acceptance in a contract and they also widely interpret