

From: Xxxxxx Xxxxxxxx
Sent: 07 July 2008 10:20
To: Georgia Klein
Cc: Claudio Pollack; Dominic Ridley; David Edwards
Subject: FW: Panel advice note on ADR

Dear Georgia,

Ofcom is pleased to receive the Consumer Panel's support for the proposals it is setting forward in its Consultation Document for its *Review of ADR and Complaints Handling Procedures*.

With respect to the two specific issues which the Consumer Panel raised we respond as follows:

- Compensation

As the Panel has noted, we have not considered this as part of this Review. We have considered a number of important issues as part of the Review, but levels of compensation have not been part of our focus thus far. However, we have indicated that we intend to undertake a review of approval of the ADR Schemes late in 2009, and we will consider whether it is appropriate to consider levels of compensation as part of this review.

- Vulnerable consumers

We note the Panel's view that for vulnerable consumers even our proposed shorter period of 8 weeks before a dispute can go to ADR may not be appropriate. Ofcom considers that there may be instances in which standard complaints handling procedures may not be appropriate for vulnerable consumers. One of the proposals in our Consultation Document is that Communications Providers' complaints handling procedures "must be easily accessible for consumers with disabilities or vulnerable complainants. Where necessary, dedicated procedures must be provided for such consumers." We seek submissions on what dedicated procedures may be required for particular groups. We will consider as part of the Review what procedures may be required to ensure an appropriate level of protection for vulnerable consumers when making complaints.

Ofcom would welcome further input from the Consumer Panel as part of the consultation process.

Kind Regards

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