

MEMO

To: [REDACTED]
cc: [REDACTED]
From: [REDACTED]
Date: 25 February 2005
Ref / Subject: Ofcom Review of Alternative Dispute Resolution Schemes: Draft Project Plan and Terms of Reference

[REDACTED],

1. Consumer Panel members have now given me feedback on the draft Terms of Reference for the ADR scheme review. Those who commented felt that the terms of the review and the project plan looked robust and wide-reaching and were appropriately designed to deliver a rigorous and thorough look at the ADR process.
2. Where members did feel that your review could be bolstered was in the area of Ofcom's own role in the complaint handling process. Members are very interested to understand how Ofcom approves communications providers codes of practice, how it monitors compliance and what action is taken when monitoring suggests that there is inadequate compliance. There is a feeling that this should be an essential component of the action proposed at point 4 in your note of 15 February.
3. If it isn't possible to broaden the scope of the ADR review to address this concern I can confirm that the Consumer Panel will in any event ask these questions of Ofcom so you may want to alert colleagues.
4. In terms of next steps, the Panel team who are looking at this area would appreciate being updated at key points in the review and I am sure would be very interested in meeting with you when the results of the research are available.

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