

From: [REDACTED]
Sent: 13 December 2005 10:39 AM
To: [REDACTED]
Cc: [REDACTED]; [REDACTED]
Subject: ADR Statement
[REDACTED]

Please find attached an embargoed copy of the ADR Statement and accompanying press release. These are due for publication later today. My apologies for forwarding these to you so close to the wire but I have only just received clearance.

You will note that the publication of the Statement is timed to coincide with the publication of S94 notification to providers who are in breach of General Condition 14.4 because they are not members of an ADR Scheme.

The Consumer Panel raised a number of issues in its response to the ADR Report, which we intend to address as part of our wider consumer policy review. These include the way in which communications providers handle complaints, particularly the way in which customers are signposted to ADR; ensuring consumers are aware of their rights; and the implications of there being more than one ADR scheme, both in terms of customer service and Scheme viability.

In the Statement we are inviting a constructive dialogue with the Schemes, industry and consumer interests on how to improve best practice in complaints handling. We would welcome the Panel's involvement in that dialogue.

We welcome the commitment by CISAS to undertake customer satisfaction surveys from now on and will monitor the outcome carefully. Ofcom will also continue to track customer awareness of ADR schemes through its residential tracker survey. We may wish to undertake further original research eg to identify what happens to the complainants who do not refer a dispute to ADR, and would welcome discussion with the Panel about this.

Please do not hesitate to contact me if you have further questions.

Regards

[REDACTED]