

Process review survey for TIO members now online

Background

On 10 February 2009, the TIO advised you that it was conducting an end to end process review with the help of independent consultants, Listening Post. In case you missed this article, we have reproduced it at the end of this notice.

Information about the online Survey

The online survey is now available to receive your input. As part of the consultation process, the TIO encourages all members to participate in an online survey.

To access the survey, members will need to type in a case sensitive password.

Please go to:

<http://61.8.3.8/TIO/Member.aspx>

The closing date for the survey is midnight Friday 27 March 2009, after which it will no longer be available.

Member Communications are here to answer any queries from members about this process. Queries can be sent to members@tio.com.au or by phone 03 8600 8700.

Excerpt from M News 28

“The TIO is reviewing its complaint handling processes from ‘end to end’. This is a priority given that since we last reviewed our processes:

- there have been considerable advances in technology
- we have learned a lot through various ad hoc projects that have trialled process improvements in response to complaint demand
- many members have made valuable suggestions about how we can improve the way that we work
- there is a belief that some Alternative Dispute Resolution processes that are currently not utilised by the TIO might improve the efficiency and effectiveness of certain types of classes of complaints.

The TIO's Council has initiated the review, which will be done by a consulting firm called Listening Post, who specialise in managing customer feedback, interaction and complaint handling.

We expect this review to enable us to employ world's best processes and systems, which are efficient, effective and accessible to consumers and our members, whilst maintaining our independence and delivering fair and reasonable outcomes for complaints. The processes should be capable of earning the respect of consumers, industry and other stakeholders.

As part of the consultation process the TIO will be offering all members the opportunity to take part in an online survey which has been developed by Listening Post.”