



Telecommunications Industry Ombudsman (TIO)

Providing free, independent, just, informal, speedy resolution of complaints

MNews Special September 2009

Deirdre O'Donnell steps down

On Friday 18 September 2009, the Telecommunications Industry Ombudsman's Board and Council announced Deirdre O'Donnell's resignation.

Ms O'Donnell has advised that she does not wish to renew her contract because she would like to pursue her long-held ambition of undertaking doctoral studies. However, she will remain the Ombudsman until the end of 2009 to ensure a smooth handover of her role to the newly appointed Ombudsman in 2010.

John Rohan, the Chairman of the TIO's Board, said, *"Since Deirdre's appointment in May 2007, the TIO scheme has gone through unprecedented growth. It is to Deirdre's credit that she has guided the scheme through this period, ensuring that the TIO rose to the challenge of increased demand and remained true to the principles of a successful Ombudsman scheme"*.

Further, the Council Chair Virginia Hickey said *"The foundations that have been built up during Deirdre's tenure will service the next Ombudsman well as they take the TIO forward"*.

Ms O'Donnell, who has been the Ombudsman since May 2007, has overseen several major projects including:

- the TIO's organisational restructure
- overseeing the conduct of an independent end-to-end process review
- the groundbreaking connect.resolve campaign, and
- the ISP engagement project.

Both Board and Council leaders have thanked her for her significant contribution to the TIO Scheme.