



Telecommunications Industry Ombudsman (TIO)

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

MNews

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connect.resolve wrap-up

On Monday 24 August 2009, the TIO launched its connect.resolve Public Report at a function involving Virginia Hickey, Chair of Council, and the Minister for Broadband, Communications and the Digital Economy, Senator Stephen Conroy.

The aim of the connect.resolve campaign was to raise awareness of the increasing number of customer service and complaint handling issues being brought to the TIO. The published report focused on the complaint statistics of our 10 biggest members and also featured the voices of real customers who had complained to the TIO.

Data from the 6-month campaign show an overall stabilisation in complaint numbers, recording a 1.8% increase from January to June 2009, compared to a 46% increase in complaints during 2007/08. However, the proportion of customer service and complaint handling issues being brought to our Office remained high, at 35.4%.

During the campaign period, we provided monthly data to our top 10 members which illustrated common areas of complaint for each company, along with whole of industry data. This provided senior management with business intelligence that could be useful for identifying patterns of customer experience that could be readily addressed.

The accompanying voices gave a human dimension to the statistics. Each month, members were provided with a number of "consumer voices" or case studies so they could have a better understanding of which areas of their business were causing the greatest concern to their customers.

Throughout the campaign, the TIO's key messages have revolved around reducing complaints, improving processes and ensuring that customer service is a business priority. We also learned from the process. We learned that there are often a number of different issues affecting how providers manage their customers and complaints and so they need differing approaches from the TIO.

For example, smaller businesses often respond well to training and information from the TIO about complaint handling. Whereas, larger corporate members may already have robust complaint handling processes and training programs for staff, but this aspect of their business may not be a priority so education may not necessarily be the answer.

The TIO is committed to continuing its focus on these important issues and working with our members to help them address complaint issues. The connect.resolve Public Report is available through the TIO website. The following is a direct link to it
http://www.tio.com.au/Members/connect-resolve/ConnectResolvePublicReport2009_WEB.PDF

Comms Alliance launch pilot Assess, Comply, Deliver Tool

Communications Alliance has launched a three month trial of its new [Assess, Comply, Deliver \(ACD\) Tool](#) which is available free of charge to its members who are bound by the Telecommunications Consumer Protections (TCP) Code. The ACD Tool will assist the telecommunications industry to self-assess compliance with customer service and complaint handling obligations contained in the TCP Code. Designed for individual use by an organisation, the ACD Tool provides a simple online framework for participants to verify compliance by providing robust examples of how they comply with TCP Code rules. Once complete, the Tool provides the organisation with a snapshot of areas where it is performing well and areas requiring further attention. The Tool will assist service providers to establish, maintain and demonstrate a proactive compliance culture in the critical areas of customer service and complaint handling. To take part in the pilot, participants must be issued with a password and login and this can be easily arranged by [contacting Communications Alliance](#).

Comms Alliance invite you to take part in its Short Online Industry Survey

Communications Alliance is seeking industry feedback via a short [online survey](#) about a suite of exciting new initiatives that will deliver enhanced customer service and complaint handling for our industry. Click [here](#) to access the two-minute survey.