

Guide to case review

When a case has been assessed by a dispute resolution officer, they have decided that there are no further avenues for investigation, or that no better outcome can be achieved for you.

If you disagree with the assessment you can ask us to review the case. The case will be reviewed by a senior dispute resolution specialist who has never worked on your case.

Tell us why you want a review

Before we will review your case, you need to tell us:

- where the dispute resolution officer made a mistake in their assessment
- what facts or evidence the dispute resolution officer did not look at correctly
- any information that the dispute resolution officer did not look at
- any new information that you think needs to be looked at now.

You can email this information to tio.investigationsteam@tio.com.au. It would help us if you type your case number and “Request for a Review” in the subject line.

You can also post this information to us at PO Box 276, Collins Street West, Victoria, 8007.

If you can't contact us in writing, we will talk to you about why you want a review.

A review is not a new investigation of your case

A complaint review does not mean that your case will be looked at from beginning to end. The reviewer will look at your reasons for wanting a review, and at whether the dispute resolution officer who assessed your case followed our processes correctly.

The reviewer will check that:

- the complaint was investigated in accordance with TIO procedure and practice
- all relevant information was collected, and
- the assessment was consistent with:
 1. the law, legislative standards, and industry codes of practice
 2. good practice in the telecommunications industry
 3. the TIO's position statements, and

4. what is fair and reasonable in all the circumstances.

Actions the reviewer can take on your case

After the reviewer looks at your case, they can:

- uphold the original decision made by the dispute resolution officer
- recommend that your case be looked at further by the dispute resolution officer who worked to resolve your case originally, or
- contact the provider directly and negotiate a different resolution.

The reviewer will write to you to explain how they came to their decision, and what you can do next.

A review is your final appeal at the TIO

If you disagree with the outcome of the review, you cannot ask us to consider your case again.

However, you can take your complaint to another body, like the Small Claims Tribunal in your State or Territory. You can also seek independent legal advice.

Don't let your problem get worse while you wait for your review

You need to continue to pay for services that you use. If you dispute any charges, tell us why so that we can arrange for them to be put on hold until the review is completed.