

Guide to conciliation for providers

Conciliation is a process where everyone involved in a complaint talks about the problem and explores options to find a solution. There are things that you can do to help find a solution faster.

Be active in solving the complaint

We have asked you to contact your consumer and try to solve the complaint within the next ten business days.

- Read the conciliation letter we sent you. We've identified the key issues. The complaint is more likely to get resolved if you propose a solution that addresses those issues.
- Start the conversation. If you're having trouble getting in touch with the consumer, you may need to find out if there are some times of the day that the consumer is unavailable.

Explore the other point of view

- Ask the consumer why they think their complaint wasn't resolved by your first offer.
- You can make any offer that you think the consumer might accept. There is no need to stick to an offer that the consumer rejected earlier.
- Check that the consumer understands any technical issues that you have talked about. You might need to give this information in plain language instead.
- Give the consumer information that supports your point of view. For example, you could tell them how much data they've used, or show evidence that you have arranged for someone to fix a fault.
- Not all problems can be fixed immediately. If there will be a delay before a problem can be solved, tell the consumer how long it will take and why.
- Tell the consumer why you think your offer is a fair solution. Be clear about what you think is reasonable, and be flexible if they ask for something similar.

Don't let the problem get worse

- Your customers do need to pay for services that they use. However, if they dispute charges, we will ask you to put them on hold until the complaint is resolved.

If we do this, you and any debt collectors should temporarily stop asking for payment.

- Look for practical solutions.

We'll work with you to find solutions

If you and the consumer agree on a solution, you should tell the TIO that the complaint has been resolved.

If you can't solve the problem within ten days, we will work more closely with you to explore your options.

- We will listen to both you and the consumer, and ask questions if we need more information. If we ask you to give us information or documents, please give them to us as soon as you can.
- We may arrange for a conference call. In a conference call, you, the consumer and the TIO talk through the complaint together.
- Stay flexible when considering options. We might suggest solutions that you haven't yet explored.

If the complaint is not resolved through conciliation, the TIO can investigate the complaint or the Ombudsman can issue a Preliminary View setting out how the dispute should be resolved.