

Contacting the TIO

Telephone: 1800 062 058
03 8600 8700

Mail: PO Box 276
Collins Street West
MELBOURNE VIC 8007

Street Address: Level 15
114 William St
MELBOURNE VIC 3000

Fax: 1800 630 614
03 8600 8797

For hearing or
speech impaired
people a telephone
typewriter (TTY)
is provided on: 1800 675 692

For translator
and interpreter
services phone: 131 450

Website: www.tio.com.au

Email Address: tio@tio.com.au and
complain@tio.com.au
(enquiries and complaints only)



Telecommunications
Industry
Ombudsman

Authorised by TIO Ltd
ACN 057 634 787
October 2004



Telecommunications
Industry
Ombudsman

The TIO and Alternative Dispute Resolution

*"...providing
free, independent,
just, informal,
speedy resolution
of complaints."*

Dispute Resolution

The TIO is an office of last resort — telephone and internet companies must have an opportunity to address a complaint before the TIO will become involved. The TIO is an independent, non-government scheme.

What does Alternative Dispute Resolution mean?

Alternative Dispute Resolution (ADR) refers to any means of settling disputes outside the courtroom. Attempting to settle disputes through the courts can be a costly, lengthy and daunting process. The TIO's aim is to provide free, independent, just, informal and speedy resolution of consumer complaints. If ADR is not for you, you always have the option of more formal legal processes.

What will the TIO do in relation to your complaint?

The TIO is an office of last resort. This means that before we will formally investigate your complaint, we ask that you make a reasonable attempt to resolve your dispute directly with the company involved. For instance, you may ask the customer service representative you deal with to escalate your call to a team leader or manager. If you are not satisfied with the company's response to your complaint you may ask the TIO to investigate. Because the TIO is an independent body, we will examine both sides of the complaint and attempt to find a reasonable resolution which is fair to both parties.

See the TIO *Jurisdiction* brochure for an explanation of the issues that we can investigate, and the brochure *Introducing the Telecommunications Ombudsman Scheme* for an outline of how a complaint proceeds.

What will we ask of you?

As a participant in ADR we ask for your assistance and cooperation to ensure that the process is as effective as possible. For instance, we ask that you:

- Be willing to negotiate and have an open mind to other points of view.
- Think about what you want to achieve. This may be a formal apology, an explanation, financial compensation or simply ensuring that "this sort of thing never happens again".
- Think about your argument and weigh up the evidence you have on your side. If you do not have enough evidence to back up your complaint it may be difficult to achieve the result you are seeking.
- Be willing to compromise if need be. If you are unwilling or unable, ADR may not be suitable for you.

What can you expect from us?

By referring your complaint to the TIO you can be sure you will receive an independent assessment of your complaint. The TIO will treat both sides equally and ensure that the different points of view are heard.

Whether you contact us by phone, letter or email, we will strive to answer all correspondence promptly and to keep you informed of the progress of your complaint.

Remember that the outcome to your complaint can not be guaranteed. If the evidence is evenly balanced a resolution may not be reached and the TIO may exercise its discretion not to investigate further.

If you are not satisfied with the outcome of your complaint at the TIO, you still have the power to pursue the matter through traditional legal means.