

Consumer guide to investigation

The purpose of an investigation

The purpose of an investigation is to collect and analyse information from you and your provider, and form a view about how your complaint should be resolved. Based on the information we receive we will either:

- make an assessment about how the complaint should be resolved
- refer the complaint to the Ombudsman, or
- close the complaint as resolved, if you and your provider reach an agreement.

How we collect information from you and your provider

We will tell you what information and documents we need to investigate the complaint, and when you need to give them to us by. You must provide the information within the timeframe we give, unless:

- providing the information would breach an obligation of confidentiality owed to a third party, and that party will not consent to its disclosure (we may ask for evidence of this)
- providing the information would breach a court order or would breach a current law enforcement investigation
- the information does not exist or you cannot obtain it.

If you do not provide information we ask for, I can draw inferences from this. This includes:

- that you do not have information or evidence to support your position, or
- that the information you hold supports your provider's position.

Examples of information we may ask for

The type of information required will depend on the nature of the complaint and may include (but is not limited to):

- your provider's customer records for you
- Fault reports and fault repair records
- Billing information
- Call records
- Contracts
- Statements of recollection from people involved in the issues in dispute (including your provider's staff or agents)
- Emails, text messages, letters, online chat and other communications between you and your provider
- Financial information