

## Guide to conciliation for consumers

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.

### Ask for help if you need it

- Tell the TIO if you want a representative, financial counsellor or advocate to handle your complaint. We will ask you to complete an [authorisation form](#).
- Tell the TIO and your provider if you need support during your complaint (e.g. a translator, the National Relay Service).

### Be active in solving your complaint

We have asked the provider to contact you within the next ten business days.

- Tell the provider what you want it to do. Be clear about what you want, and be flexible if you are offered something similar.
- Be patient. Not all problems can be fixed immediately, and sometimes providers need to work with a third party.
- Be part of the conversation. You may need to return the provider's calls, or provide important information that could resolve your problem.
- Be respectful when you speak to the provider or the TIO. You are speaking with the people who are working to fix your problem.

### Don't let your problem get worse

- Pay for services that you use. If you dispute any charges, tell the TIO why so that we can arrange for them to be put on hold until the complaint is resolved.
- If your service is faulty, keep reporting the fault to the provider every time it happens.

### After talking to the provider

If you and the provider agree on a solution, you should:

- write down what you have both agreed. If you need to do something (like return a handset or pay a bill), do it as soon as possible.
- tell the TIO that your complaint has been resolved.

If you and the provider cannot agree how to fix a problem, tell the TIO what you and the provider said to one another, and why you could not agree.