

## Consumer guide to conciliation

Conciliation is a process where everyone involved in a complaint talks about the problem and explores options to find a solution. The role of the Telecommunications Industry Ombudsman is to help with negotiations between you and your provider. We can also suggest options to resolve your dispute. There are things that you can do to help find a solution faster.

### **If we ask you to send us information or documents, make sure you do by the due date**

We may ask you to send us documents or information to support your case. Make sure you send it to us by the due date (or ask for an extension, if you need one).

### **Engage in the process**

Make yourself available to discuss your complaint with us and the provider.

We may conciliate by speaking to you and the provider separately, or with a conference call. You need to take an active part in the process.

### **Ask for help if you need it**

Tell us if you want a representative, financial counsellor or advocate to handle your complaint. We will ask you to complete an authorisation form, which you can find on our website at <https://www.tio.com.au/publications/forms/authorisation-forms>

Tell us and your provider if you need support during your complaint (for example, a translator or the National Relay Service).

### **Be active in solving your complaint**

Be part of the conversation.

- If the provider calls you directly, speak to it about what you want it to do to resolve the complaint. You may need to return the provider's calls, or give it important information that could resolve your problem.
- 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 respectful when you speak to the provider or us. 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 us why so 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 (for example, return a handset or pay a bill), do it as soon as possible.
- tell us that your complaint has been resolved.

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