

# Consumer and Occupier guide to conciliation



Telecommunications  
Industry  
Ombudsman

## What is 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 the telco. We can also suggest options to resolve your dispute. There are things you can do to help find a solution faster.

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

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

## Engage in the process

Be available to discuss your complaint with us and the telco.

We may conciliate by speaking to you and the telco separately, or in 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 the telco 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 telco calls you directly, speak to it about what you want it to do to resolve the complaint. You may need to return

the telco'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 telcos need to work with a third party.
- Be respectful when you speak to the telco 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 you use. If you dispute any charges, tell us the amount and why so we can arrange for the disputed charges to be put on hold until the complaint is resolved.
- If your service is faulty, keep a record or report the fault to the telco each time it happens.

## After talking to the telco

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

- write down what you 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 your complaint has been resolved.

If an agreement cannot be reached, tell us what you said to each other and why you could not agree.