

Consumer and Occupier guide to investigation



Telecommunications
Industry
Ombudsman

The purpose of an investigation

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

- recommend how the complaint should be resolved
- close the complaint as resolved, if you and the telco reach an agreement.

How we collect information from you and the telco

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 a current law enforcement investigation
- the information does not exist, or you cannot obtain it.

If you do not provide information we ask for or give us a reasonable explanation for not providing the information we ask for, we can draw inferences from this. This includes:

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

Examples of information we may ask for

The information we need depends on the nature of the complaint and may include (but is not limited to):

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