

Case study four – when we decide to stop handling the complaint

(De-identified for publication)

Lack of cooperation by consumer

The representative complained about problems with their mother's (the account holder's) landline and internet service since they were upgraded to the National Broadband Network.

We tried to contact the representative by phone several times to clarify the complaint issues but were unable to reach them. We also sent the representative two emails asking for specific information about the complaint and followed up on these emails. In the last email, we explained we would stop handling the complaint if the representative did not provide a response to the questions asked.

Although the representative responded to the emails, they did not address the questions or provide the information we asked for.

We stopped handling the complaint because we considered it was fair and reasonable to do so. We asked the representative to give us information relevant to the complaint by a stated time, and they did not do this. Without the representative's cooperation and the requested information, we were unable to form a view on the merits of the complaint.

(This decision was based on the equivalent of clause 2.45(f) of the current *Telecommunications Industry Ombudsman Terms of Reference*)