

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

(De-identified for publication)

The business was not able to use the TIO’s service as it was not a small business

The business complained about outstanding charges on three accounts in the name of three different businesses.

The TIO handles complaints from residential customers and small businesses. This is because small business, like residential customers, are less likely to have the resources to pursue a complaint through the legal system.

On our website we have guidance on who we can help. Generally, we handle complaints from a small business that has up to \$3,000,000 annual turnover and no more than 20 full-time employees. However, we have discretion to include a complaint from a business that exceeds either of those measures if we consider it appropriate at the time.

We decided to stop handling the complaint because we were not satisfied the business met our small business criteria.

This was because, the information available showed the business had an annual turnover of considerably more than \$3M, and the business had more than 20 full time staff.

(This decision was based on the equivalent of clause 2.1 of the current Telecommunications Industry Ombudsman Terms of Reference)