

Reference: 548103

Jerin John
Information Rights Adviser
Information.requests@ofcom.org.uk

3 July 2018

Freedom of Information: Right to know request

Thank you for your request for information where you asked about CISAS.

This was received by Ofcom on 5 June and it has been considered under the Freedom of Information Act 2000.

You asked:

With internet providers, when deadlock has been reached and the case referred to CISAS what percentage of cases are found in favour of the Internet provider?

Ofcom does not hold precisely the information you requested, and it would be appropriate for you to contact CISAS with any further questions you may have about this. However, as part of reviewing our approval of the two alternative dispute resolution schemes (including CISAS) last year¹ Ofcom commissioned an independent study by Mott MacDonald into the quality of decision making by both schemes, which can be found here:

https://www.ofcom.org.uk/data/assets/pdf_file/0017/108206/ADR-Decision-Review.pdf.

The Mott MacDonald study (at page 21) indicated 49% of CISAS cases were decided wholly or mainly in favour of the customer and 47% wholly or mainly in favour of the communications provider (4% are described as "50/50"). It should be noted that this covers a range of communications services (e.g. telephone, mobile and TV) and not just internet (see page 43). In addition, please note that the study only relates to a sample of cases.

Furthermore, CISAS now publish data on their website showing case outcomes which can be found here: <https://www.cedr.com/consumer/cisas/resources/quarterly-case-data/>. The last two quarters have been published and the data shows the percentage of cases which are found in favour of each Communications Provider, but not an overall percentage.

If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

¹ <https://www.ofcom.org.uk/consultations-and-statements/category-2/adr-review-17>

Jerin John

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Steve Gettings
The Secretary to the Corporation
Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF