

Information supplied in accordance with Schedule 4 (Regulation 10.1) of the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015

Official name of ADR body: Communications Ombudsman Limited

Address: Communications Ombudsman, 3300 Daresbury Business Park, Daresbury, Warrington, WA4 4HS

Tel: 0330 440 1614

E-mail: enquiry@commsombudsman.org

Website: www.commsombudsman.org

Fees charged: No fee to consumer on Ofcom regulated disputes

Language that complaints can be submitted and handled: Complaints can be submitted in English and Welsh and the ADR procedure is conducted in English although decision letters can be translated into Welsh. The Communications Ombudsman also provides translation services so they are able to accept complaints in other languages. More information is available on the [Communications Ombudsman](http://www.commsombudsman.org) website.

Types of disputes covered: Communications sector, including electronic communications services, some pay TV services, and some equipment supplied with communications contracts such as broadband routers and mobile phone handsets. Communications Ombudsman resolves complaints about a wide variety of subjects in this area, such as problems with bills, problems resulting from a communication provider's sales activity, problems resulting from switching from one company to another, and poor service, for example failing to act on a request.

Sectors and categories of disputes covered by each ADR body: Handles domestic and cross-border disputes relating to the communications sector, including but not limited to billing, customer service, contract issues, service quality, mis-selling, equipment and security.

Dispute handling options e.g. in person, written, oral: Complaints can be submitted electronically, over the phone or by post.

Is the outcome of the procedure binding or non-binding: The outcome of the procedure is binding on the trader but not binding on the consumer.

Grounds for refusal:

- a) that the Complainant has not submitted to Communications Ombudsman within 12 months, or any other period specified within a relevant Annex, from the date upon which the Participating Company has given notice to the Complainant it is unable to resolve the complaint with the Complainant (or issued a deadlock letter);
- b) of which the complainant had notice before the date when the relevant Participating Company joined Communications Ombudsman, unless the Participating Company consents otherwise;
- c) to the extent such matter has been or is the subject of Court proceedings or arbitration or some other independent procedure for the determination of disputes brought by the complainant (unless such proceedings, arbitration or other procedure have been abandoned, stayed or suspended either by or with the consent of the relevant court, arbitral or procedural body or with the written consent of the relevant Participating Company);
- d) which either does not concern or relate to the Complainant or to a service of the relevant Participating Company falling within the jurisdiction of Communications Ombudsman;
- e) in which the dispute is being, or has been previously, considered by another ADR entity or by a court;
- f) if it appears to the Ombudsman that the complaint is frivolous or vexatious; or
- g) if dealing with the complaint, or a complaint of its type, would seriously impair the operation of Communications Ombudsman.