

## **Alternative Dispute Resolution (ADR) Scheme**

**Under Ofcom's regulations, phone companies must be a member of a recognised Alternative Dispute Resolution Scheme.**

Ofcom has established a single mandatory Code of Practice with minimum standards for how providers must handle complaints from consumers. The Code of Practice provides consistency in standards and gives Ofcom powers to take enforcement action against those providers who do not treat complainants fairly. The Code requires providers to ensure the fair and timely resolution of complaints, and have procedures that are transparent and accessible so that consumers can easily find out how to make a complaint.

The schemes provide an impartial alternative if you and your phone company can't agree about a complaint. It is free, and is open to residential customers as well as small businesses with up to 10 employees.

Examples of complaints the schemes consider include:

- Disputed charges appearing on a bill
- Refund claims
- The handling of a complaint

### **How it works**

- If you haven't reached an agreement with your provider after eight weeks, or earlier, if they agree you're at a stalemate, then you can ask an ADR scheme to consider the case. The complaint must also be less than 9 months old.
- If the ADR scheme comes to adjudication, the phone company must abide by the decision.
- This could include requiring the provider to make a formal apology, to make a payment to you, or to take other practical steps.
- However, if you remain unhappy with the outcome, you are still free to seek legal advice.
- There are two approved ADR schemes: Ombudsman Services: Communications and CISAS.
- Regent Communications is now a member of CISAS, their contact details are below;

Communications and Internet Services Adjudication Scheme (CISAS)

CISAS 24 Angel Gate, City Road, London EC1V 2PT

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