

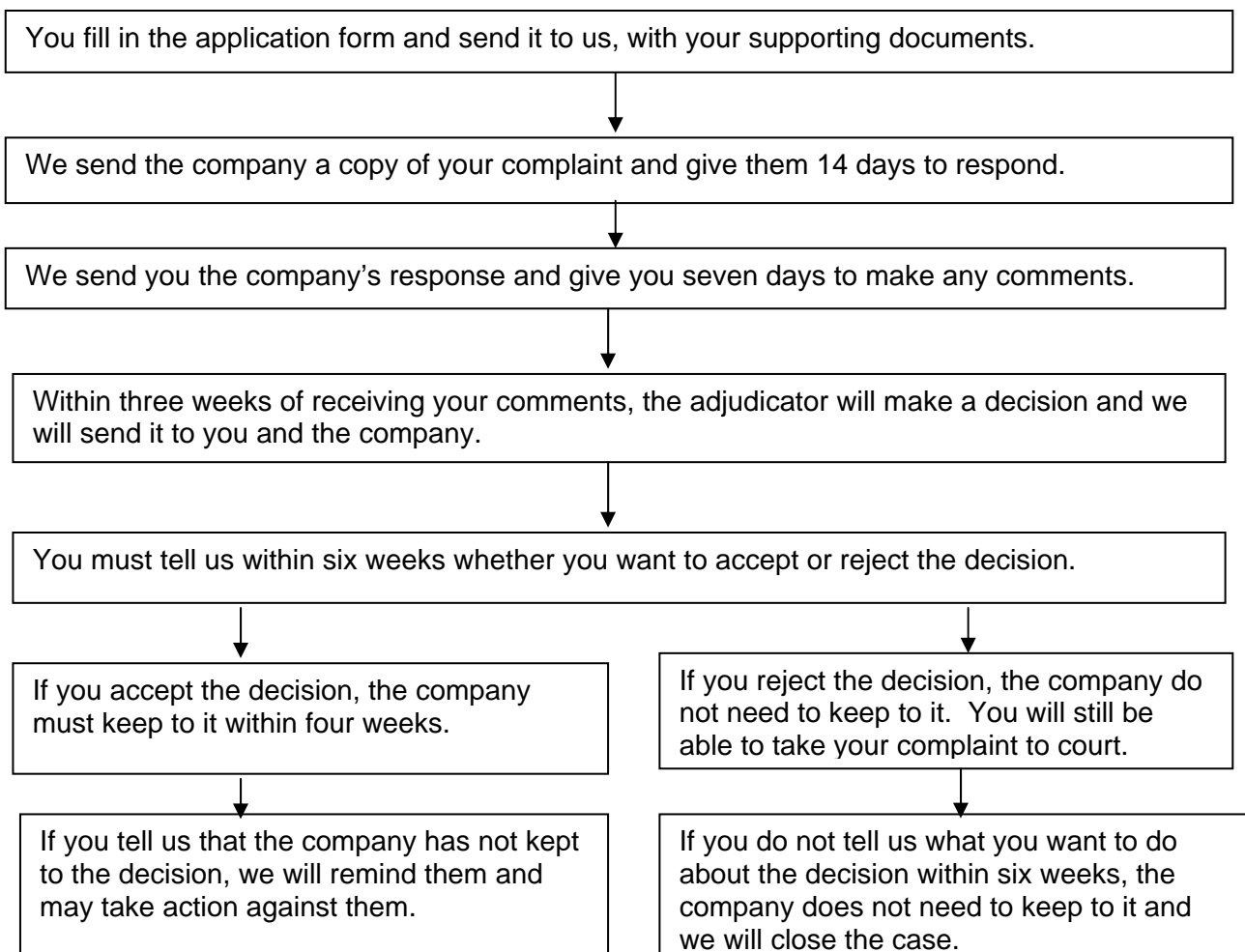
Information for customers
(For applications made on or after 27 January 2011)

Introduction

CISAS is a scheme, approved by Ofcom (the communications regulator), that individuals and small businesses (one with 10 or fewer employees) can use to settle their disputes with companies that are members of the scheme ('member companies'). CISAS is a free, independent service run by us, IDRS Ltd. The only costs you might have to pay are for the phone calls you make to us (at standard rates), photocopying, or postage costs associated with filling in the forms and providing documents. You are not responsible for any of the company's costs.

For a full list of companies that are members of the scheme, or to apply visit www.cisas.org.uk.

Procedure for a typical CISAS case



Note one

It is important that you fill in the application form as carefully as possible and provide any documents that you think will support your case. The adjudicator's decision will be based on the information that you and the company provide.

Some questions and answers

I have a complaint about a company registered with CISAS. What should I do?

You must first give the company a reasonable chance to settle your complaint before you apply to use CISAS. Do this by contacting the company's complaints department.

You can apply to use CISAS if:

- you have not been able to settle your complaint within eight weeks of first complaining to the company; or
- the company has referred you to the scheme.

You must normally **send us your application within nine months of first complaining to the company.**

I have a complaint with a CISAS member, but they say I cannot use CISAS. Why?

If your complaint is about one of the following matters, CISAS cannot deal with it.

- Faulty phones or any other equipment which belongs to you and is in your home.
- Cables and wiring which belongs to you and is in your home.
- Faulty mobile phones or other mobile devices which belong to you.
- The content of TV programmes – whether they are broadcast, pay-for-view or on-demand services.
- The content of internet sites, phone calls, e-mails, text messages or any other type of message.
- Complaints about premium-rate services, such as those with a number that starts 09.
- Products and services bought or rented from a company that is not a member of CISAS.
- Matters already dealt with by the courts, CISAS or any other recognised procedure.
- Employment and staff issues in companies that are members of the scheme.
- Complaints that we feel have no real substance or that are made only to create trouble for a company.
- Business decisions a company has made on whether or not to provide a product or service, and the terms under which they will provide a product or service.

What can CISAS make the company do?

If we agree with your complaint, we can tell the company to do any or all of the following.

- Give you an apology or explanation.
- Give you a product or service, or take some practical action that will benefit you.
- Pay you up to £5000 (including VAT) for any loss you can prove you have suffered. (If you do not claim any money on your application form then none can be paid.)

Who makes the decision on my complaint and what do they do?

The decision will be made by an adjudicator who has received training in dealing with the types of complaint CISAS covers, as well as legal training (particularly relating to consumer matters). There

is detailed information on each adjudicator on the CISAS website.

The adjudicator will make a decision on your complaint based on the evidence you and the company give them. The adjudicator can ask you for more information that will help them to make the correct decision.

The adjudicator will always consider your arguments and evidence (as well as the company's), and will make a fair and reasonable decision.

How does the adjudicator decide on how much compensation to award?

The adjudicator will take account of how much you have claimed, all the circumstances you and the company have described in the evidence you both provided, and the terms and conditions of the service you used. The adjudicator will also consider the law and any relevant customer service standards.

What if the company and I decide to settle my complaint?

You and the company can settle the matter between yourselves at any time before the adjudicator makes a decision. If you decide to do this, you and the company deal with each other direct, not through the scheme. If you do settle the matter, we need the company to let us know in writing, and we will call you to make sure that the complaint has been settled.

If you tell us that you have settled your complaint with the company, we will close the case. If they do not keep to any agreement you have made with them you can ask us to re-open the case.

What if the company gives me everything I asked for?

The company must tell us that they have done this. If you also tell us that they have done this, we will close the case.

Do I need a solicitor?

You do not need a solicitor but you can have one if you want. However, you cannot claim any charges your solicitor may make for their services.

What happens when I receive the decision?

You will have six weeks to let us know whether or not you accept it. If you do not tell us within six weeks, the company will not have a duty to take action in line with the decision, but you can still take the matter to court.

If I agree with the decision within six weeks, when will the company take the necessary action?

The company must take the necessary action within four weeks of the date you told us you accepted the decision.

What happens if the company does not take the necessary action?

If you tell us that the company has not taken the necessary action, we will remind them that they must keep to the adjudicator's decision. We will keep you up to date with what we do if this happens.

If they still do not take the necessary action, despite further reminders, we can end their CISAS membership. If we do this, we will report the matter to Ofcom.

If you want more information, visit the 'Frequently Asked Questions' section on www.cisas.org.uk or call us on 020 7520 3814. If you are hard of hearing and have a textphone, call 020 7520 3811.