



Performance by Numbers?

SUCCESS FOR TODAY'S OMBUDSMAN

Simon Cohen, May 2016

Mobile faults drive continuing increase in complaints

- TIO Talks No.2, 2011



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“In the first three months of 2011 the TIO has received a record number of new complaints, driven by the continuing increase in mobile phone service problems.”

“There were 59,532 new complaints registered between January and March 2011, making this the busiest quarter on record for the TIO.”

Complaints decline but affordability still puts energy and water beyond the budget many

- EWON Media Release, 16 December 2015



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“Complaints to the Energy & Water Ombudsman NSW (EWON) decreased overall by 19% in 2014/2015.

However there were 8,512 affordability related complaints, a decline of only 12% from last year, which indicates that steadier pricing has not reversed the impact of previous price increases for consumers on fixed or low incomes.”

Telecommunications Complaints in Context

TIO new complaints as a proportion of services in operation (SIO) by provider in January-March 2016

About this report

Complaints in Context is published quarterly by the Telecommunications Industry Ombudsman (TIO) and Communications Alliance. It reports on the number of new TIO complaints as a proportion of telecommunications services in operation (SIO). TIO new complaints data comprises complaints about landline, mobile and internet services from residential and small business customers and excludes enquiries from telecommunications consumers.

Reporting methodology

The data reported represents the number of TIO complaints per 10,000 SIO.

The *Complaints in Context* data is either aggregated for all companies in a telecommunications group or is reported as a separate figure for each company or brand depending on how a business elects to participate in *Complaints in Context* reporting.

The SIO data is based on a snapshot of active telecommunications services taken at the end of the second month of the quarter for each participating service provider. It includes all residential consumers and all small business consumers covered by the *Telecommunications Consumer Protection (TCP) Code* and excludes inactive, suspended and cancelled services.

To calculate the number of TIO new complaints per 10,000 SIO a service provider's total TIO new complaints is divided by its total SIO and multiplied by 10,000.

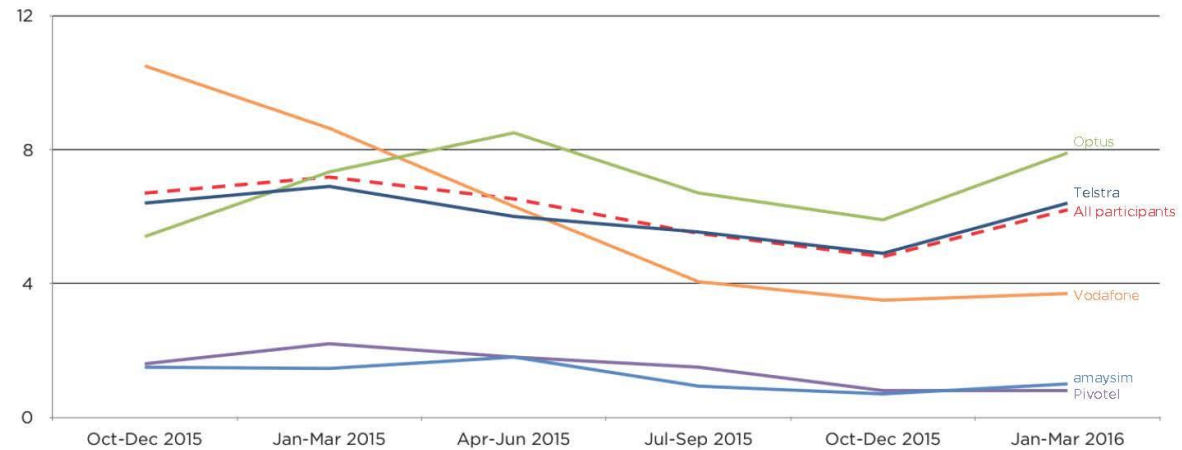
The "All participants" result is the total TIO complaints for all participants divided by the total SIO for all participants, multiplied by 10,000. The aggregate figure may not be directly comparable between reporting periods when there is a change in participants.

Tracking complaints over time

The first *Complaints in Context* report published data from July to September 2013. At that time, there were 7.9 TIO complaints per 10,000 SIO for all participating providers.

Past editions of *Complaints in Context* can be accessed via the [TIO](#) and [Communications Alliance](#) websites.

New complaints per 10,000 SIO



Provider	New complaints per 10,000 services in operation					
	Oct-Dec 14	Jan-Mar 15	Apr-Jun 15	Jul-Sep 15	Oct-Dec 15	Jan-Mar 16
Telstra	6.4	6.9	6	5.5	4.9	6.4
Optus	5.4	7.3	8.5	6.7	5.9	7.9
Vodafone	10.5	8.6	6.3	4.1	3.5	3.7
amaysim	1.5	1.5	1.8	0.9	0.7	1
Pivotel	1.6	2.2	1.8	1.5	0.8	0.8
All participants*	6.7	7.2	6.5	5.5	4.8	6.2

* Calculated by dividing participants' total TIO new complaints by participants' total SIO

1. New market entrants

2. Service provider failure
3. New systems
4. New services
5. Technology failure
6. Seasonality
7. Counting rules
8. What is happening in the community and economy more generally

NBN Report

- TIO Annual Report, 2014-15

“We received 6,715 NBN-related new complaints in 2014-15, 68.6 per cent more than last financial year.”

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Jackgreen

- EWON Annual Report, 2009-10



Jackgreen: a failed energy retailer

“EWON was already investigating a number of Jackgreen complaints when the company was suspended. Following this event EWON received 702 complaints from former Jackgreen customers about the accuracy of their account, arrears, refunds, debt collection and credit default listing.”

Drop in telecom complaints

SMH article, 23 October 2002

*"Last year almost 20 per cent of TIO complaints related to (the now defunct) **OneTel**. The removal of these complaints may explain, at least in part, the decline in complaint numbers."*

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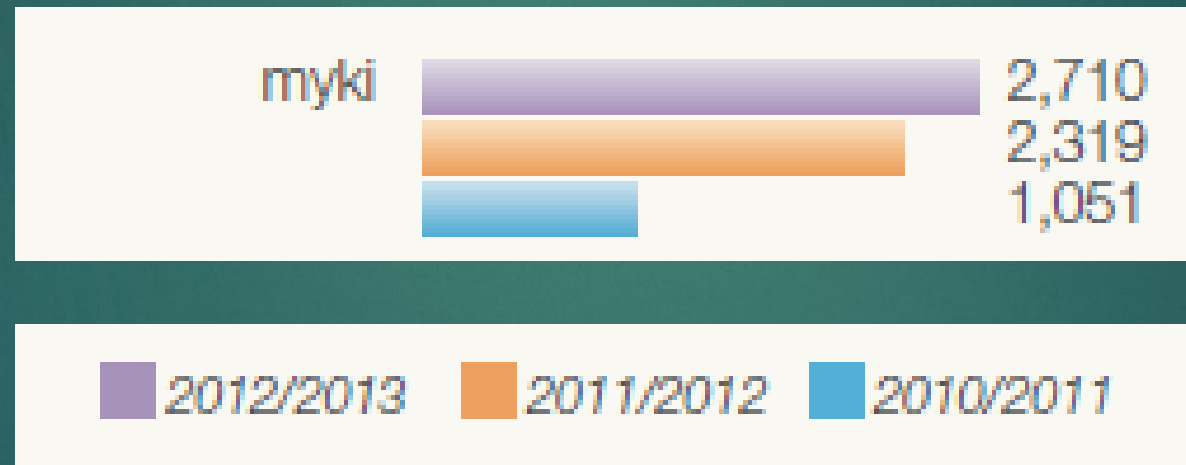
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Implementation of **myki** in Victoria

- PTO Annual Report, 2013-14



complaints increased from 49 in 2008-09
to 2700 in 2012-13



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Complaints soar in Centrelink's 'woeful year'

- Canberra Times, 25 December 2015

*“**Centrelink** endured an **"annus horribilis"** in 2015, according to a leading welfare advocacy group, with complaints surging to record levels and website meltdowns causing misery among its millions of clients.”*

*“The office of government complaints bureau, the Commonwealth Ombudsman, confirmed this week that it was **fielding complaints about Centrelink**, in the five months to November, at an average rate of 660 a month.”*

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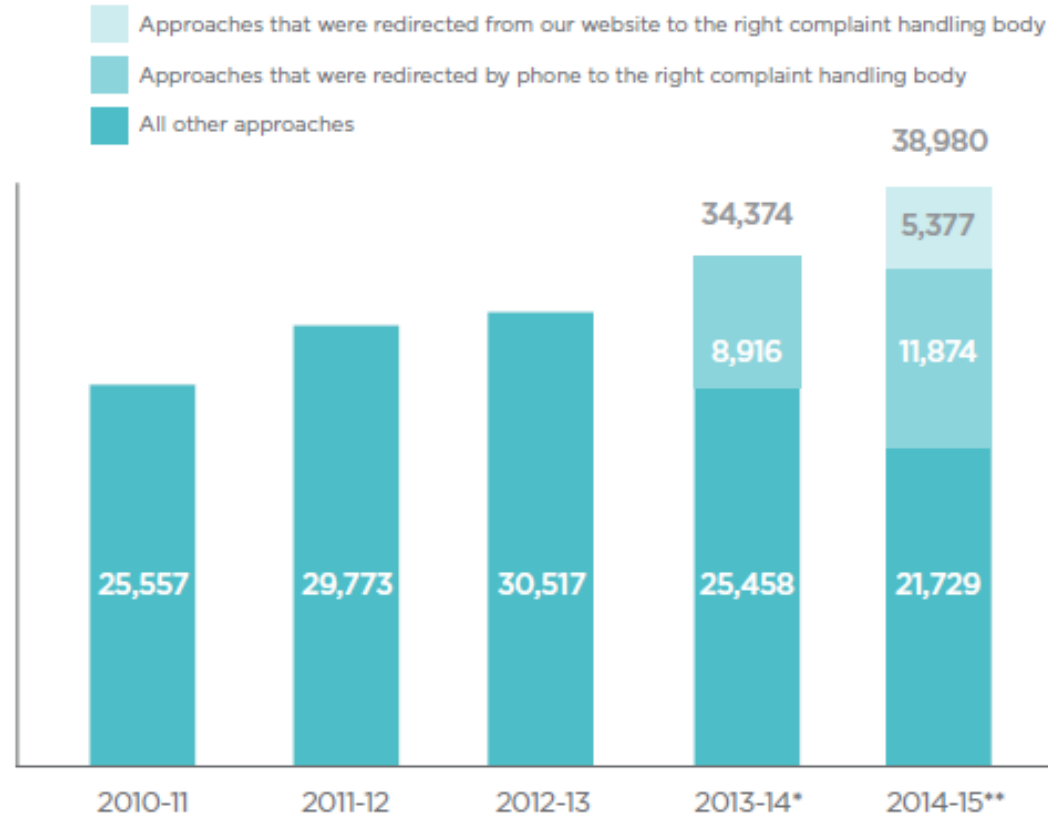
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Figure 1: Number of approaches received 2010-15



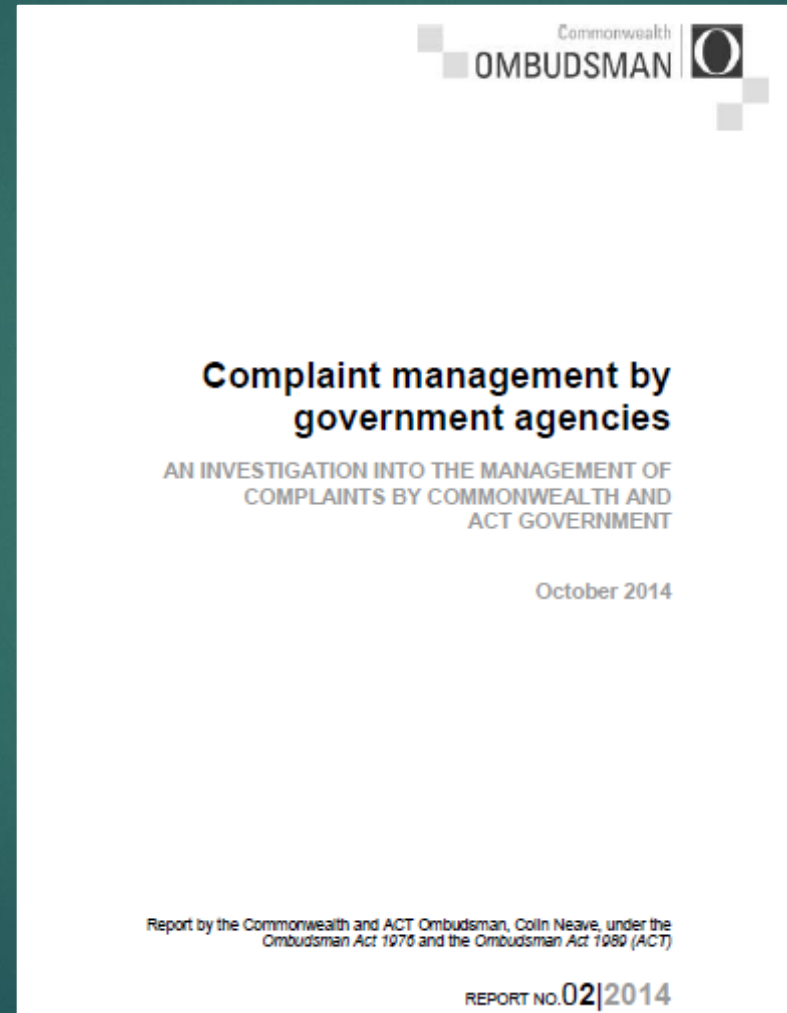
*Seven months of telephone auto-transfer.

** Data about web auto-transfer available for 2014-15 only.

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Ombudmen - impact on quality of internal dispute resolution & awareness

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Correlations? Does increase in cheese consumption cause increased death through tangled bed sheets

