




Leadership & Influence
Using complaint data / analytics to regain the confidence and Trust of consumers across the utility landscape
Monday 22 August 2016

Judi Jones Telecommunications Industry Ombudsman

Cynthia Gebert Energy and Water Ombudsman (Victoria)

Janine Young Ombudsman, Energy & Water Ombudsman NSW/ EWON


  

Approach

Three, 20 minute interactive sessions

5 minute Q&A following each session

15 minute wrap up, each participant to share one specific initiative which they will take back to their business / office




Agenda

Transparent IDR – open and accessible complaint handline policies and processes
Judi Jones

Systemic Issues – improving overall customer service systems
Cynthia Gebert

Influencing public policy / regulatory development
Janine Young



Transparent IDR

Open and accessible complaint handline policies and processes

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Telecommunications Industry Ombudsman

Transparent IDR

Systemic Issues

Improving overall customer service systems

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ENERGY AND WATER OMBUDSMAN
Victoria Listen Assist Resolve

Transparent IDR

Influencing public policy / regulatory development

- Credit Repair
 - Joint communique, industry, consumer agency and Ombudsman office approach
- LPG Rebate
 - Equity with natural gas consumers
- Productivity Commission
 - Access to Justice - ANZOA

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Free, fair and independent

Wrap Up and Key Messages

Transparent IDR
Participant take away items

Systemic issues
Participant take away items

Influencing public policy
Participant take away items