



RE: Complaint about CISAS

Yvette Yates <yyates@idrs.ltd.uk>

24 January 2012 17:05

To: thomas.forth@gmail.com

Dear Mr Forth

I acknowledge receipt of your complaint and sincerely apologise for the delay in responding. I have now had the opportunity to consider the points of your complaint and find it to be invalid.

The advice given to you by our staff is correct. The Orange price rise is outside the scope of the CISAS scheme and we have no jurisdiction to deal with the claim.

The price increase is a business decision made by the company and our adjudicators have no powers to restrict companies making business decisions. It is not the contract the adjudicator cannot consider. Price rises are governed by statutory rules and regulations and the CISAS scheme is not designed for challenging the law. It is a process for resolving simple billing and service issues.

I note you refer to a CISAS case study on our website. This related to an individual matter and not a general price increase by the company.

I am sorry we can be of no further assistance on this occasion.

Kind regards

Yvette Yates

Director of Service and Development

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