

#### Standard Remedy Extension Request Process.

Member company receives the decision from the investigation officer.

The decision is accepted from consumer and member company.

28-day remedy implementation time begins.



Member company is unable to complete the remedy within 28 days and requires an extension.

Member company completes remedy extension form and emails <u>OSRemedyExtension@Ombudsman-Services.org</u>

Auto email is sent to acknowledge receipt.



Case Admin Team review the remedy extension request.

Case Admin decide whether to accept or decline the remedy extension request.

## Ombudsman Services Accepts Remedy Extension (investigation officer decision).

Extension Request is submitted to Ombudsman Services via OSRemedyExtension@Ombudsman-Services.org



Case admin officer reviews the remedy extension request received from member company and accepts the request.

Case admin officer will respond to the member company and consumer via CMS and update the timescales to reflect the extension.



Member company clicks the remedy as completed in CMS when remedy has completed following the extension.

# Ombudsman Services Declines Remedy Extension.

Extension Request is submitted to
Ombudsman Services via
OSRemedyExtension@OmbudsmanServices.org



Case admin officer reviews the remedy extension request received from member company and declines the request.

Case admin officer will respond to the member company via CMS with an explanation for declining the request.



Member company will be required to complete the remedy within 28 days as prescribed by terms of reference.

## Ombudsman Services FCR Remedy Extension.



FCR is submitted to the consumer.

Consumer is made aware that the implementation of the resolution is likely to exceed the prescribed 28 days.

Consumer agrees to the delay.



Extension Request is submitted to Ombudsman Services via <u>OSRemedyExtension@Ombudsman-</u> <u>Services.org</u>



Case admin officer reviews the remedy extension request.

Case admin officer will update CMS and respond to the member company via the email which the request was received from with an update.

#### Standard Remedy Extensions:

- If Covid-19 related, a meter exchange is 84 days. Normally, Ombudsman Services do not grant extensions for meter appointments.
- Database update extensions are 30 days.
- Check meter tests extensions are 40 days (inclusive of installation).
- Erroneous Transfers extensions are 42 days.
- Agreed final reading process extensions are 46 days.
- Anything else is a standard 28-day extension.
- FCR extension is standard 14 days and allowed only once.

#### Common reasons for declining an extension request:

- Not completed the form.
- Not provided evidence to support the extension request.
- Another extension has been requested for the same remedy with no reason as to why company were unable to complete within the previous extension request.
- No update has been provided to the consumer from the member company.
- The extension request isn't reasonable, and the extension request is disproportionate to what the remedy requires the company to do i.e. letter of apology.
- Related to post-decision.

# Member company remedy extension checklist:



- > Complete the remedy extension request form.
- > Provide case reference number.
- Provide evidence to support the reason for the request.
- > Provide evidence to show that the other remedies have been completed.
- > Update the consumer on why an extension is required and provide evidence of this to Ombudsman Services.
- > Mark individual remedies complete in CMS when required.

Please note that appeals to any decisions will not be able to be dealt with via the remedy extension process and the member company will be required to raise their comments with the investigation officer via messages within CMS.