

Question 16 (cont'd.)

(a) (ii) (cont'd.)

- Commission for Communications Regulation (ComReg) //
 - responsible for the regulation of the electronic communications sector (telecommunications, radio communications, broadcasting transmission and premium rate services) and the postal sector //
 - where a consumer's initial complaint to the service provider has failed, the body will contact the provider and seek an official response //
 - examine trends in consumer complaints and highlight any persistent problems with the relevant provider //
 - provide advice to consumers on how to make a complaint to their communications provider //
 - provide a guide to phone and broad band pricing, statistics on consumer queries and complaints // *etc.*
- Commission for Regulation of Utilities (CRU) / (formerly) Commission for Energy Regulation (CER) //
 - protect the interests of energy customers, maintain security of supply, and to promote competition covering the generation and supply of electricity and supply of natural gas //
 - economic regulator for the public water and wastewater sector, covering the services provided by Irish Water - protect the interests of customers by monitoring the performance of Irish Water in delivering services and providing investment in water and wastewater infrastructure in a cost efficient manner //
 - resolving complaints that customers have with energy companies and Irish Water //
 - investigate complaints by consumers who are not satisfied with the response of the provider to their complaint //
 - safety regulator across a range of areas in the energy sector, *e.g.* electrical contractors, gas installers, oil and gas activity both onshore and offshore // *etc.*
- Financial Services and Pensions Ombudsman (FSO) / (formerly) Financial Services Ombudsman (FSO) //
 - investigate complaints from consumers about financial service providers //
 - investigate complaints by consumers who are not satisfied with the response of the provider to their complaint //
 - website provides information on how to make a complaint, case studies of previous complaints and podcasts // *etc.*
- European Consumer Centre (ECC) //
 - provide information, advice and assistance to Irish consumers dealing with retailers and service providers from other EU states //
 - provide assistance in solving cross-border consumer disputes //
 - undertake research on issues of consumer interest to raise awareness on emerging trends among policy makers and consumers //
 - provide feedback to the European Commission and national stakeholders // *etc.*
- small claims court // *etc.*
 - provide an inexpensive, fast and easy way for consumers and businesses to resolve disputes without the need to employ a solicitor //
 - resolve consumer complaints where a claim does not exceed €2,000 //
 - other types of disputes are also eligible - businesses can make claims against other businesses (since 2010) //
 - resolve disputes in relation to claims for goods or services bought for private use (or the use within a business) //
 - deals with claims for faulty goods, bad workmanship, minor damage to property or the non-return of a rent deposit (of a rented property including a holiday home or a room/flat where the owner also lives) // *etc.*

** Accept student's own wording if equivalent meaning conveyed.

** Accept other appropriate answers and corresponding material.