

29 Sept 2021

Dispute/Problem Resolution

Consideration be given that the communications industry prioritise verbal person to person communication opportunities for consumers.

Consider the vast opportunities:

- Positive corporate and government profile - Customer satisfaction - Customer loyalty - Customer referral. - Reducing mental challenges

Please consider all the matters raised below for which I thank you.

Australian communications entities provide both electronic & voice services.

It is acknowledged that the communications industry attracts substantial complaints in the delivery of their services & products.

Substantially complaints & problems are raised & attended to via electronic mediums rather than verbal person to person telephone calls.

- This method is substantially very lengthy, time consuming & often very mentally challenging.

- Those of us that are not technically educated often can feel some what challenged.

**** No person wants to be thought of that they are ignorant of the issue at hand.***

It is particularly challenging to those with certain disabilities, language & education barriers.

It is very challenging to those whom are not so articulate in:

- a) Expressing themselves
- b) Understanding technical language even in its simplest form (and likely the issue itself.)
- c) Proficient use of computers/smart 'phones etc.

One of the most effective means of dispute/problem resolution is by verbal person to person conversation.

Consider the number of individuals that would only or substantially electronically communicate with:

- their boss, co-worker, family or friend.
- Court hearing.
- Their doctor.
- Mental health professional.
- Their accountant
- Their solicitor

Consider how we, as individuals, conduct our many daily communications.
(perhaps a daily tally over 2 week period >> Electronic + Verbal.

When we verbally converse person to person it is usually conducive and respectful in nature that leads to trust and understanding and often dispute resolution.

****END****