



## **OBSI FAIRNESS STATEMENT**

### **In the performance of its complaint-handling mandate, OBSI will:**

Act fairly toward complainants, participating firms and OBSI staff.

Consider fairness to be a factor of both process and outcome.

Treat all parties to a complaint equitably with due respect for differences, circumstances and needs.

Resolve complaints with a view to what is fair and reasonable under the circumstances of each individual complaint.

Approach every interaction with integrity and objectivity, dealing with each complaint thoroughly and fairly, basing decisions on the available facts and evidence, and avoiding undue delay.

Resolve complaints using an informal non-legalistic approach taking into account general principles of good financial services and business practice, law, regulatory policies and guidance, professional body standards and any relevant code of practice or conduct applicable to the subject matter of the complaint.

Resolve complaints in accordance with externally reviewed policies and procedures to ensure consistency of approach and outcome in similar complaints. Notwithstanding this, the fairness objective is paramount and the Ombudsman shall not be bound by any previous OBSI recommendation.

Resolve complaints adhering to all of the fairness-related provisions in its Terms of Reference and commits to revise the Terms of Reference, as required, in order to enhance fairness or to enhance or clarify existing fairness-related provisions.

Understand and respect the diversity of complainants.

Provide reasons for its decisions written clearly and in plain language to the extent possible.

Ensure that a complete record of the process used to resolve the complaint and all relevant documents are kept for a reasonable period of time.

*January 26, 2011*