



REPORT OF THE ADJUDICATOR

WASPA Member (SP):	MConnect
Information Provider (IP):	Not applicable
Service Type:	Subscription adult service
Complainant:	Member of the public
Complaint Number:	8754
Code Version:	8.0
Advertising Rules Version:	Not applicable

Complaint

The complainant lodged this complaint with WASPA expressing concern with “the slow response of mconnect and how the subscription started”. The complainant further requested that he be unsubscribed from the SP’s service and paid a refund. The complainant did not provide any further information to WASPA about the background to his complaint or the specific areas of concern he had.

Service provider’s response

The SP unsubscribed the complainant from its service and forwarded logs relating to the complainant’s subscription to its service to WASPA. It further refused to pay a refund to the complainant, stating that the complainant’s subscription “was activated correctly”.

Decision

The complaint lacks sufficient background information and other specifics that would enable me to determine whether the SP has breached the Code and/or the Advertising Rules. The WASPA Secretariat requested further particularity from the complainant at my request and this further particularity was not supplied.

While members of the public should be encouraged to bring their concerns and complaints to WASPA's attention, doing so meaningfully requires complainants to furnish the Secretariat with sufficient information to enable an adjudicator to determine whether the member has breached the Code and/or the Advertising Rules. Such information may include screen grabs of offending Web (or similar) pages; histories of complainants' interactions with members and/or their services and any other relevant information. Failure to do so leaves adjudicators in a difficult position where they may be called upon to sanction a member without good cause.

Sanctions

Given the bare complaint and the absence of any information that may meaningfully point to a breach of the Code and/or Advertising Rules, I have little choice but to dismiss this complaint.