



We were delighted to hear that action had been taken against one of the many companies who breach regulations by making illegal unsolicited marketing calls (voice calls and text messages) - see [“The cold call victim who fought back”](#).

We were however furious that this has had to be done on an individual basis, through the small claims court, by one of probably millions of victims.

The **Information Commissioner's Office** has a public duty to stop this nuisance. It would not however have used Mr Herman's evidence to take action in the interest of all, as it does not look at individual cases.

The **fair telecoms campaign** has put forward outline proposals for a more effective way of using the existing statutory powers, see [Outline proposal - a new agency to deal with "Nuisance Telephone Calls"](#).

This proposed agency would look to respect and take advantage of the efforts of those like Mr Herman, to achieve a benefit for him and also for all other victims of the companies involved here and the many others committing similar breaches.

It is a disgrace that inappropriate procedures are preventing statutory powers from being used - all of the evidence needed is available - it simply needs to be used.

See also our detailed briefing - [“Nuisance Telephone Calls - Proposals for action presented”](#)