



**Using complaints procedures & the ombudsman schemes
to resolve social welfare problems**

This one day training course covers:

- complaints procedures for local authorities, the DWP, HM Revenue & Customs and how they operate;
- how to complain to the Ombudsman;
- tactics and how to make an effective complaint;
- how to deal with the outcome of complaints;
- when judicial review might be available.

The training can be customised to fit your needs and interests, and tailored to focus on issues of particular importance in your local area.

The day is very practical and will include exercises and case studies.

The trainer is a solicitor from the Public Law Project, specialising in public law casework and training for advisers.

Who is the training for?

Debt, housing, community care and welfare benefits advisers.

“Very well explained; clear and concise.”

“Very useful information as to who to set out an initial complaint to.”

“The last session was really useful as the exercise brought all the material together.”

- Quotes from advisers who have attended this course.

The course is offered on an in-house basis for a flat fee. For more details, please contact Hannah Jones at the Public Law Project on (020) 7697 2196 or h.jones@publiclawproject.org.uk