

ADVISERS TRAINING DAY

How to make the perfect complaint



Learn to use complaints processes

Contribute to the Law Commission's consultation on Ombudsmen Schemes

Debate on public service cuts and Ombudsman powers

Solicitors earn 5 SRA/CPD credit

MANCHESTER 3/11/10 LONDON 18/11/10

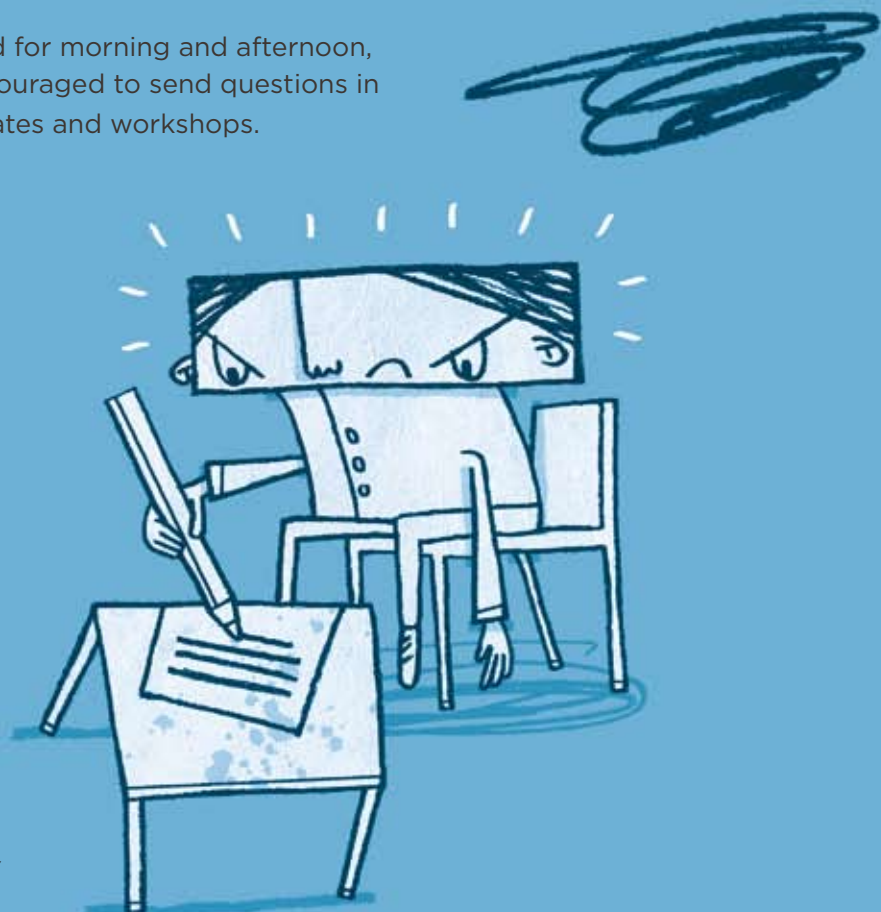
Training delivered by complaints managers from the local government, housing, telecoms and energy sectors. Ombudsman investigators explain how to use their schemes, and what they look for during investigations. Consumer Focus will explain their role in utilities complaints procedures.

The Law Commission will introduce their open consultation on public services ombudsmen and will be on hand throughout the day to pick up on adviser's feedback on complaints processes.

Debates are scheduled for morning and afternoon, and delegates are encouraged to send questions in advance for both debates and workshops.

Manchester
Wednesday 3rd November 2010
Venue: GMCVO, St Thomas Centre,
Ardwick Green North,
Manchester M12 6FZ

London
Thursday 18th November 2010
Venue: Freshfields Bruckhaus
Deringer LLP, Northcliffe House,
28 Tudor Street, London EC4Y 0AY



Manchester 3rd November 2010

Venue: GMCVO, St Thomas Centre
Ardwick Green North
Manchester M12 6FZ

MORNING SESSION

- 9.30 Coffee and Registration**
- 10.00 Introduction**
The Public Law Project
- 10.10 The Law Commission Consultation on Public Services Ombudsmen**
Keith Vincent, Lawyer, the Law Commission
- 10.40 Morning Sessions**
- Complaints procedures part 1**
These sessions provide practical knowledge and procedural tips. In addition to the session leaders from local government, housing and the utilities sectors, representatives from the relevant Ombudsman will be on hand. The Law Commission will be present to consider user feedback on complaints systems for housing and local government, and Consumer Focus will be present for the utilities complaints session.
- **Session 1 Local Government Complaints**
Jo Braithwaite and Lesley Akers
Principle Feedback Officers, Liverpool City Council
 - **Session 2 Housing Complaints**
Lindsey Farquhar
Continuous Improvement Manager
Knowsley Housing Trust Group
 - **Session 3 Utilities Complaints - Energy**
Andrew Bradley
Head of Communications, Ombudsman Services
Gillian Cooper
Principal Policy Advocate, Consumer Focus
Grant Tierney
External Relations Manager, Scottish Power
- 12.00 break**
- 12.15 Morning debate**
- Complaints and the cuts**
Anticipating a rise in volume of complaints, how will we avoid a decline in standards in both complaints handling and redress? Will the thresholds for rights and duties change?
Jo Braithwaite and Lesley Akers
Principle Feedback Officers, Liverpool City Council
Vereena Jones
Assistant Ombudsman, LGO Coventry
More panellists to be confirmed
- 13.00 Lunch**

AFTERNOON SESSION

- 14.00 Afternoon sessions**
- Complaints procedures part 2**
Afternoon sessions are led by Ombudsman investigators. The sessions will look at processes and how complainants are actually investigated, and as with part 1 the Law Commission will be present.
- **Session 4 The Local Government Ombudsman**
Rhona McMeekin
Local Government Ombudsman Investigator
York office of the LGO
 - **Session 5 The Housing Ombudsman Service**
Linda Collier
Head of Service User Relations
Housing Ombudsman Service
 - **Session 6 Utilities complaints - Telecoms**
Andrew Walker
Ombudsman, OTELO
- 15.15 Break**
- 15.30 Afternoon debate**
- Ombudsman; powers and perception**
A debate, followed by Q&A, looking at
- Ombudsman's use of discretion
 - Redress
 - Access issues
- Richard Percival
Public Law Team Leader, The Law Commission
- Anne Seex
Ombudsman, the LGO
- Andrew Bradley
the Ombudsman Services Limited
- Linda Collier
Head of Service User Relations
Housing Ombudsman Service
- 16.45 Mingle, Chat and feed back (if you want)**
- 17.15 Close**

London 18th November 2010

Venue: Freshfields Bruckhaus Deringer LLP
Northcliffe House, 28 Tudor Street
London EC4Y 0AY

MORNING SESSION

9.30 **Coffee and Registration**

10.00 **Introduction**

The Public Law Project

10.10 **The Law Commission Consultation on Public Services Ombudsmen**

Frances Patterson QC, Commissioner for Public Law, The Law Commission.

10.40 **Morning Sessions
Complaints procedures part 1**

These sessions provide practical knowledge and procedural tips. In addition to the session leaders from local government, housing and the utilities sectors, representatives from the relevant Ombudsman will be on hand. The Law Commission will be present to consider user feedback on complaints systems for housing and local government, and Consumer Focus will be present for the utilities complaints session.

- **Session 1 Local Government Complaints**

Brian Foley

Standards and Complaints Manager
Brighton and Hove City Council

- **Session 2 Housing Complaints**

Noel Khine

Group Complaints Manager, Southern Housing Group

- **Session 3 Utilities complaints - Energy**

John Baguley

The Energy Ombudsman

Gillian Cooper

Principal Policy Advocate, Consumer Focus

Alison Christie

Scottish and Southern Electric

12.00 **Break**

12.15 **Morning debate
Complaints and the cuts.**

Anticipating a rise in volume of complaints, how will we avoid a decline in standards in both complaints handling and redress? Will the thresholds for rights and duties change?

Brian Foley

Standards and Complaints Manager
Brighton and Hove City Council

Preth Rao

Head of Policy and Research
The Local Government Ombudsman

Ravi Low Beer

Solicitor, The Public Law Project (TBC)

13.00 **Lunch**

AFTERNOON SESSION

14.00 **Afternoon sessions**

Complaints procedures part 2

Afternoon sessions are led by Ombudsman investigators. The sessions will look at processes and how complainants are actually investigated, and as with part 1 the Law Commission will be present.

- **Session 4 The Local Government Ombudsman**

Frank Edwards

investigator, London office of the LGO

- **Session 5 The Housing Ombudsman Service**

Linda Collier

Head of Service User Relations
Housing Ombudsman Service

- **Session 6 Utilities complaints -Telecoms**

Sarah Daniel

Assistant Ombudsman, OTELO

15.15 **Break**

15.30 **Afternoon debate
Ombudsman; Powers and Perception**

A debate, followed by Q&A, looking at

- Ombudsman's use of discretion
- Redress
- Access issues

Frances Patterson QC

The Law Commission

Frank Edwards

Investigator, London Office of the LGO

John Baguley

Assistant Ombudsman

The Ombudsman Services Limited

Linda Collier

Head of Service User Relations
Housing Ombudsman Service

16.45 **Mingle, Chat and feed back (if you want)**

17.15 **Close**

I would like to book a place on 'How to make the perfect complaint'

Please 'x' the box next to the course date you wish to attend. Please use separate booking forms if booking different days, or sending more delegates. You can download further application forms from www.publiclawproject.org.uk

Manchester 3rd November 2010
GMCVO, St Thomas Centre, Ardwick Green North,
Manchester M12 6FZ

London 18th November 2010
Freshfields Bruckhaus Deringer LLP, Northcliffe House,
28 Tudor Street, London EC4Y 0AY

Workshop preferences

(please underline one choice from each of the options for the morning and afternoon sessions):

Morning session: Session 1 (Local Government) Session 2 (Housing) Session 3 (Utilities)

Afternoon session: Session 4 (Local Government) Session 5 (Housing) Session 6 (Telecoms)

Name

Position

Organisation

Address

Post code

Tel

Fax

Email

Special dietary requirements

Access requirements

I enclose a cheque for £ / Please invoice me for £ (Delete where applicable)

If paying by purchase order, please raise it with your accounts department before booking. Your place will only be secure once payment is received. Cheques should be made payable to 'The Public Law Project'.

Fee: £59 + VAT (£69.33) - fee includes lunch and refreshments, teas and coffees

Cancellation fees:

More than 2 weeks before event: £30 + VAT (£35.25)

Within 2 weeks of event: 100% of full fee

Please return to: Training, The Public Law Project, 150 Caledonian Road, London N1 9RD.

Tel: 0845 543 5946 Fax: (020) 7837 7048 Email training@publiclawproject.org.uk



TERMS & CONDITIONS (Plain English)

Contract: The following will form the terms and conditions of a legal contract between us, the Public Law Project, and you, the delegate. Payment must be received either 28 days after we have confirmed your place on the conference or at least before the conference itself. If we do not get payment, we shall charge a £10 administration fee and interest at a yearly rate which is 5% higher than the Bank of England base rate. Even if you do not attend the conference, the fee will remain payable unless we arrange with you otherwise.

Cancellation: Delegates can be substituted free of charge. You may cancel your booking free of charge within 7 working days of us confirming your place at the conference, as long as the conference itself is more than 7 working days away. If not within those 7 working days, you may still cancel your booking if you write to us. If it is 14 or more booking days until the event we will charge you £30 plus VAT. If you try to cancel within 13 or less booking days, we will not be able to offer you a refund. Please note that a cancellation received after 5pm will be treated as received on the next working day. We reserve the right to cancel your booking at any time and for any reason. If this happens, we will refund any fees paid to us and will not charge you for any outstanding fees. Where cancellation occurs either by you or by us, we will not pay interest on any amount refunded. We will not be liable for any expenses, costs or losses you incur – such as travel or accommodation. We reserve the right to alter the content, speakers or venue of the conference but will provide alternatives of equivalent price and quality.