

TRAINING DAY

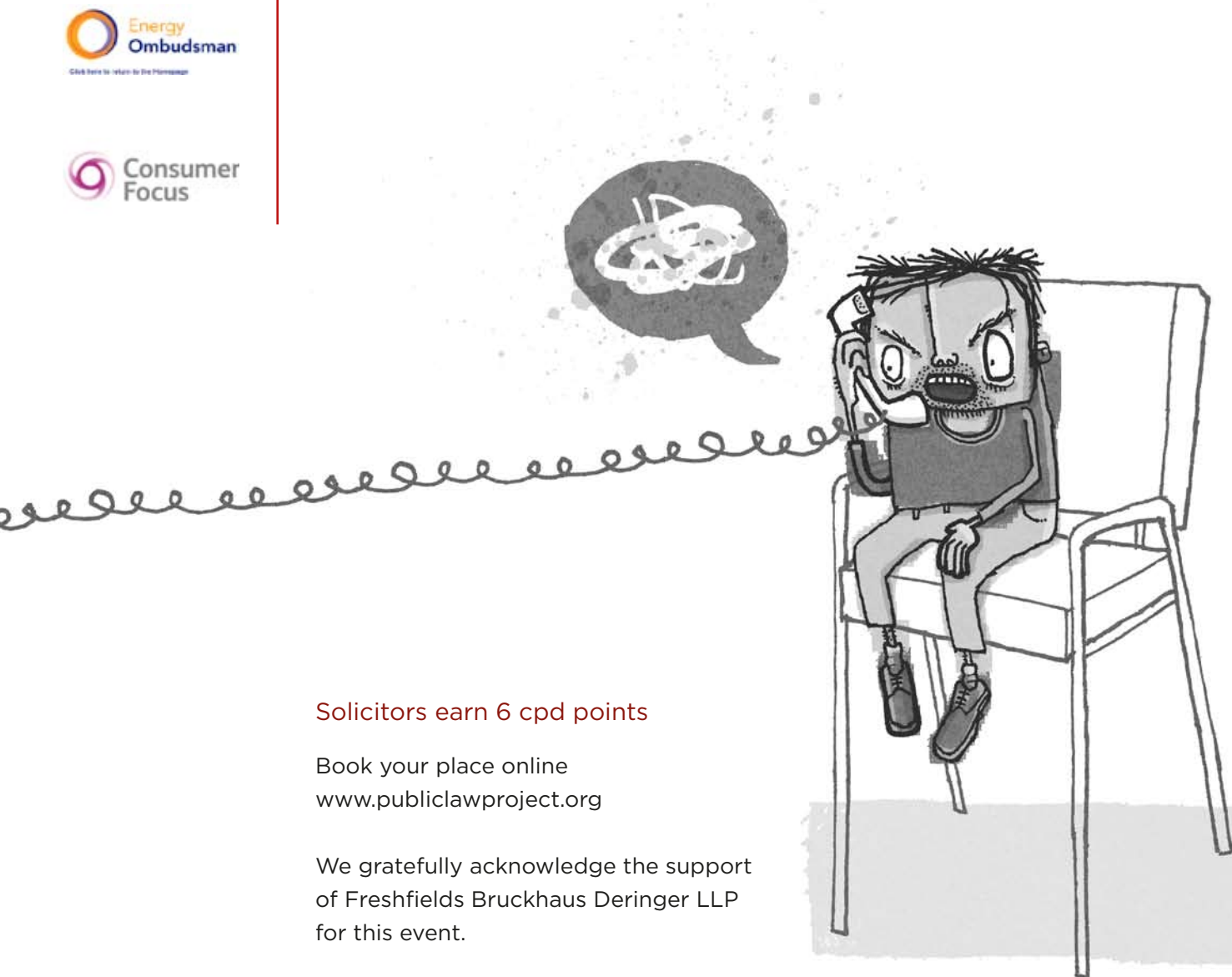
How to make the perfect complaint

Wednesday 24th March 2010
Freshfields Bruckhaus Deringer LLP,
Northcliffe House, 28 Tudor Street,
London EC4Y 0AY

Training delivered by front line complaints managers from local government, the housing sector and utilities sector. Ombudsman investigators explain how to use their services, with the day framed by sessions on how we deal with injustice using these systems.



Local Government
OMBUDSMAN



Solicitors earn 6 cpd points

Book your place online
www.publiclawproject.org

We gratefully acknowledge the support of Freshfields Bruckhaus Deringer LLP for this event.

MORNING SESSION

09.30 **Coffee and registration**

10.00 **Introduction**
The Public Law Project

10.15 **Opening address**

Richard Thomas CBE
Chair, the Administrative Justice and Tribunals Council
"Real Justice for Real People - the Work of the Administrative Justice and Tribunals Council"

11.00 **Internal Complaints procedures: The first steps**

This session focuses on dealing directly with the organisation you are complaining to. We look at how their systems are meant to work, how you can help them work, what the time limits involved are and how to escalate complaints effectively. Our new utilities seminar will include advice from consumer focus.

Choose one of three sessions:

- **Session 1: Housing complaints**
Noel Khine
Group Complaints Manager
Southern Housing Group
- **Session 2: Local Government Complaints**
Brian Foley
Standards and Complaints Manager, Brighton and Hove City Council
- **Session 3: Utilities complaints and Consumer Focus / Consumer Direct**
Grant Tierney
External Relationship Manager, Scottish Power
Dhara Vyas and Tom Ballard
Consumer Direct

12.30 **Plenary Q&A with leaders from the morning sessions**

13.00 **Lunch**

AFTERNOON SESSION

14.00 **Introduction from PLP**

14.10 **Effective use of Ombudsman services**
These sessions show you how to make the Ombudsman work for you and your clients. What happens in an investigation, how advisers can help and what remedies the Ombudsman can offer.

Choose one of three sessions:

- **Session 1: The Housing Ombudsman Service**
Rafael Runco
Deputy Ombudsman
The Housing Ombudsman's Service.
- **Session 2: The Local Government Ombudsman**
David Connolly
Assistant Ombudsman, The Local Government Ombudsman
- **Session 3: The Energy Ombudsman**
John Baguley
Assistant Ombudsman, The Energy Ombudsman

15.40 **Break**

16.00 **The PLP debate:**
Why do the majority of complaints to the Ombudsman fail to achieve a remedy? Is this indicative of gaps in our administrative justice system?

Panelists:

Andrew Bradley
the Ombudsman Services Limited,
David Connolly
Assistant Ombudsman, The Local Government Ombudsman
Audrey Gallacher
Head of Company Performance & Consumer Experience, Consumer Focus.
Rafael Runco
Assistant Ombudsman, The Housing Ombudsman Service
James Sandbach
Social Policy Officer, Legal Affairs, Citizens Advice

17.00 **Close**

To book your place, go to the Public Law Project website at
www.publiclawproject.org.

I would like to book a place on the PLP 'Advisers' training day: Making the Perfect Complaint on 24th March 2010. Venue: Freshfields Bruckhaus Deringer LLP, Northcliffe House, 28 Tudor Street, London EC4Y 0AY
Please use a separate booking form for each delegate booking

Workshop preferences

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

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

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

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.

Fee: £59 + VAT (£69.33)

please note that if you book before 1st Jan 2010 you will need to calculate VAT at 15%, not 17.5% as shown.

Cancellation fees:

More than 2 weeks before event: £30 + VAT

Within 2 weeks of event: 100% of full fee

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

Tel: 0845 543 5941 Fax: (020) 7837 7048. Email p.powell@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.