

# Programme

## Housing Ombudsman workshop

### Managing challenging complaints effectively

HQN is once again teaming up with the Housing Ombudsman Service for a new series of practical workshops designed to help social landlords handle customer complaints more effectively.

The practical half-day workshops will be delivered by the Housing Ombudsman's own expert trainers.

Each workshop draws on case studies and best practice examples from the Housing Ombudsman's files. There will also be an opportunity to network with peers from other landlords.

**09:30 Registration and refreshments**

**10:00** Welcome and introduction

**10:10** Discussion – what are delegates key concerns when dealing with challenging, persistent complainants and ASB complaints

**10:30** Managing persistent complainants and/or challenging behaviours: HOS approach to unacceptable behaviour  
*Group work: delegates to work through a case study*

**11:25 Refreshments and networking**

**11:40** Handling anti-social behaviour complaints

*Group work: delegates to work through a case study*

**12:45 Lunch**

**13:15** Putting the matter right and awarding appropriate levels of compensation

**13:30** Learning from complaints

**13:45** Questions and answers

**14:00 Close**

**Housing**  
Ombudsman Service

**hqn**

EVENTS