

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

10:20 Discussion – what are delegates key concerns when dealing with challenging, persistent complainants and ASB complaints

10:40 Managing persistent complainants and/or challenging behaviours: HOS approach to unacceptable behaviour

11:05 Refreshments and networking

11:20 Group work: delegates to work through a persistent complainant case study

11:50 Handling anti-social behaviour complaints

12:30 Lunch

13:00 Group work: delegates to work through an ASB case study

13:40 Putting the matter right and awarding appropriate levels of compensation

13:55 Learning from Complaints

14:10 Questions and answers

14:30 Close

Housing
Ombudsman Service

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EVENTS