

# Programme

## Housing Ombudsman workshop: how to resolve complaints faster and smarter

Friday 17 May 2019 | London

HQN is once again working in partnership with the Housing Ombudsman Service for a new series of practical and interactive workshops designed to help social landlords resolve complaints quickly and efficiently.

These practical half-day workshops will be delivered by the Housing Ombudsman's own expert trainers and will focus on common themes for landlords.

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.

**9:30 Registration and refreshments**

**10:00** Introductions and run through the agenda

**10:05** Icebreaker – sharing good dispute resolution practices

**10:25** ADR Conflict Escalation Model

**10:35** HOS Dispute Resolution Process

**10:45** Local and early resolution

**11:15** Coffee break

**11:25** Repairs case study

**11:35** Repairs case study feedback

**11:50** Remedies and compensation

**12:30 Lunch**

**13:00** Communication and record-keeping

**13:30** Communication case study

**13:50** Communication case study feedback

**14:00** Action planning and feedback

**14:20** Questions and answers

**14:30** Close