

Programme

Housing Ombudsman workshop: Drafting effective complaint responses and appropriate remedies

Wednesday 21 April 2021

Good complaint-handling enables landlords to resolve issues raised by their residents quickly and effectively. It also helps to restore or improve the long-term relationship between landlord and resident.

This interactive webinar will focus on the Ombudsman's 'Complaint Handling Code' and discuss the factors to be taken into account when drafting a complaint response and when proposing an effective remedy to 'put things right'.

The workshop will be delivered by the Ombudsman's own expert trainers and will draw on the Ombudsman's casework knowledge and experience. Landlords will come away feeling better equipped to deal with complaints. There will also be the opportunity to network with other landlords.

10:00 Introduction and Agenda

10:05 Background

- The Ombudsman Service
- The new Complaint Handling Code
- Changes to the Housing Ombudsman Scheme

10:20 Remedies for complaints

- Group work: providing the correct remedy
- the Ombudsman's approach to remedies and compensation
- What factors should landlords consider?

11:10 Break

11:25 Creative remedies

11:40 Effective complaint response letters

- Group work: what are the key elements of a good response letter?
- Style and content of an effective Response
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- Example letter – good or bad?

12:30 Finish