

# Programme

## Housing Ombudsman workshop: Drafting effective complaint responses and appropriate remedies

**Tuesday 25 May 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**

**10:10 Background**

- About the Ombudsman Service
- Complaint Handling Code
- The Ombudsman Scheme
- Complaint Handling Failure Orders

**10:30 Remedies: Group Work**

**10:45 HOS approach to remedies:**

- The Scheme
- Remedies Guidance
- Explaining a decision

**11:05 What factors to consider and What to include in a remedy**

**11:25 Break**

**11:40 Creative remedies**

**11:55 Group work: Effective complaint response letters**

**12:05 Effective letter writing -key components**

**12:25 Example letter – good or bad**

**12:40 Round up – final questions**

**12:45 Finish**