

Programme

Housing Ombudsman workshop: Drafting effective complaint responses and appropriate remedies

Friday 11 June 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