

# Programme

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

**Wednesday 15 December 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**

# Meet our speakers



## **Dave Simmons, Sector Development Lead, Housing Ombudsman Service**

Dave has worked at the Housing Ombudsman Service for 14 years holding several roles including that of an Adjudicator. In his current position as Sector Development Lead, he is responsible for sharing insight, promoting best practice and raising standards in complaint handling in the sector. A lot of this work he does through the writing and delivery of workshops and webinars to both residents and landlords on a range of subjects. Outside of his work with the Ombudsman Service Dave has written and delivered training workshops for Tpas (tenant engagement experts) in his capacity as an associate. He is also an accredited mediator and volunteers as a community mediator for a charity based in Croydon which specialises in neighbourhood disputes.



## **John Goodwin, Systemic Adjudicator, Housing Ombudsman Service**

John Goodwin is a Systemic Adjudicator with the Housing Ombudsman Service. In this role he addresses systemic failings by social landlords. He is also part of the Ombudsman's Sector Development Team – working with landlords, residents and others to improve complaint-handling across the sector.

Prior to joining the Ombudsman, John spent ten years with the Audit Commission – inspecting a range of housing organisations and services.

John previously worked for Shelter in several roles, including Head of Legal Services, Editor of ROOF magazine and co-editor of ADVISER magazine. He began his housing career working in homelessness, housing advice and resettlement for a London borough.

John has written and edited a number of publications including: 'Built to Last' (a history of British housing policy) and 'Homelessness – a good practice guide'.

John is an accredited mediator and a trustee and past chair of a social care charity.

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EVENTS