

The complete complaints management workshop

Autumn workshops 2011

Does your complaints procedure live up to scrutiny against best practice and external excellence framework comparison and, critically, do you and your team demonstrate the right attitude to deliver great service, even when the going gets tough? Our workshop covers both strategic and operational complaints management best practice aspects, all in a one-day event.

A robust, well-managed complaints procedure can help you satisfy customers, save valuable staff and management time, reduce costs and minimise the chances of damaging community exposure.

Crucially, excellence in complaints management can stimulate demonstrable continuous improvement, which will be recognised when you are externally validated.

Complaints management excellence is also dependent upon demonstrating the right attitude – avoiding defensive behaviours, which can only serve to compromise the delivery of consistent customer service excellence.

Further to unprecedented demand in 2009 and 2010, the 2011 complete complaints management workshop is now available.

It has been developed to provide a platform for improvement in this critical area of operation in the housing sector. Our trainer is a proven expert in the field and has designed this event to be punchy, participative and practical.

WORKSHOP CONTENT

- Outlining the 'process personality' model and its implications when managing complaints
- Examining your processes and procedures
- Evaluating gaps in performance
- Exploring the definition of 'complaint' and the consequences
- Managing difficult (and even vexatious) customers
- Discovering attitudinal barriers to best practice
- Responding appropriately to telephone and written complaints
- Looking at industry and non-sector practice
- Developing action plans for change.
- Reviewing BS ISO 10002:2004 (complaints management best practice framework) and the Customer Service Excellence Standard

WHO SHOULD ATTEND?

This workshop is ideal for heads of service, directors, service development and performance managers, housing managers and team leaders.

HERE'S WHAT PREVIOUS DELEGATES HAVE SAID:

"I'm going back to the office to re-write my complaints strategic approach – superb stimulation"

"The best one-day event I have attended in housing"

"Superb, and really good fun too"

"Great to learn from the excellent trainer and the other delegates"

Tuesday 6 September 2011 | London

Thursday 15 September 2011 | Manchester



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How to book

- Online:** For our online booking form, go to: www.hqnetwork.co.uk/forthcoming_events
- By post:** Complete this form and send it to: HQN Limited, Rockingham House, St Maurice's Road, York YO31 7JA
- By fax:** Fax us on 0845 4747 006 (a fax transmission will secure a firm booking if places are available)
- PLEASE DO NOT SEND ANY PAYMENT!** We will confirm your booking and send an invoice to you.

We are considering introducing credit card payments for delegate places - would you be likely to use this option? Yes No

Who are we? HQN Limited is a housing consultancy and training company providing high-quality advice and support to councils, ALMOs, housing associations and other housing providers. Our subscription service, The Housing Quality Network, has around 700 members, who are kept up to date on policy and best practice via briefings, workshops and our electronic information bank. We also run specialist networks for practitioners on a range of housing issues and provide interim and project management services. To find out more, visit our website at www.hqnetwork.co.uk, or call us on 0845 4747 004.

Delegate fees The cost of this event is £250.00 for one delegate (plus VAT at the applicable rate). Discounts are available on multiple bookings – £225.00 per delegate (two bookings) (plus VAT at the applicable rate). £200.00 per delegate (three or more bookings) (plus VAT at the applicable rate). The fee includes refreshments, lunch* and an information pack.

Please state which venue(s) you wish to book for (tick boxes required)

London | 6 September Manchester | 15 September

		Fee payable (incl. VAT)
Delegate name	Position	£ :
Email address		
Delegate name	Position	£ :
Email address		
Delegate name	Position	£ :
Email address		
To enrol additional delegates, please photocopy this form.		TOTAL £ :

Name of person making booking		Order no.
Organisation		
Job title		
Email address		Tel no.
Invoicing address		
		Postcode

Bookings: Bookings are subject to HQN Limited's conditions dated 23 February 2005, a copy of which can be obtained from our offices, free of charge.

Cancellations and substitutions: A full refund will be given if a cancellation is made 28 calendar days or more prior to the event, and a 50% refund if a cancellation is made 15-27 calendar days prior to the event. We regret that no refund can be given if a cancellation is made 14 calendar days or less before the event. Cancellations must be made in writing, and will be acknowledged by HQN Limited. There is no refund for non-attendance, but delegates may be substituted at any time.

Guarantee: As with all our events, our guarantee is that if a delegate attends this event and for any reason does not find it worthwhile, we will refund their delegate fee in full. To take advantage of this guarantee, the delegate fee must be paid in full prior to the date of the event.

* Please let us know if a delegate has any particular needs, including dietary, and we will do everything possible to meet their requirements.

Bookings Form

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training