

# Complaints appeals panel training



## Autumn workshops 2011

Ombudsman appeals in the housing sector have increased by 72% in the past two years, making the quality of appeal hearings more important than ever.

Essentially, your appeal stage represents the last internal stage for complaint resolution. They are often quite complex affairs, with emotionally charged customers: the judgement and skills of the assembled panel are tested to the full.

Our workshop can help to prepare panel members for the appeal, and enhance skills and confidence levels to help maximise success in this critical activity.

### WORKSHOP CONTENT:

- Complaints: what are they anyway? Exploring the definition and the consequences/implications
- BS ISO 10002:2004 Best Practice Complaints framework – exploring the international complaints best practice guide
- Appeal: definition and purpose – what is (and critically, what isn't) the appeal's purpose?
- Setting objectives – making sure the panel's aims and objectives are clear to all parties to avoid compromising success
- Managing expectations – ensuring customer expectations are clearly set and agreed before the appeal proper commences
- Managing emotions and difficult customers – understanding and managing emotions, anxieties and 'vexatious' behaviours
- Balanced and appropriate judgements – clarifying the judgement test: the appeals standard of proof basis
- Listening skills – discovering the critical importance of 'hearing' all the facts
- Equality and diversity – ensuring fairness considerations are paramount
- Decision-making – using a simple process
- Roles and responsibilities – listing and agreeing the dos and don'ts for panel members
- Case study – applying best practice through case study evaluation and practical decision-making.

### WHO SHOULD ATTEND?

Everyone who is, or is likely to be, an appeals panel member.

### OUR TRAINER

With over 15 years' experience working in complaint management in the housing, retail and food sectors, our specialist has a proven track record of supporting organisations in developing innovative and sustainable customer-focussed solutions to a wide range of business challenges.

Wednesday 5 October 2011 | Manchester

Thursday 13 October 2011 | London

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### How to book

**Online:** For our online booking form, go to: [www.hqnnetwork.co.uk/forthcoming\\_events](http://www.hqnnetwork.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.hqnnetwork.co.uk](http://www.hqnnetwork.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)

Manchester | 5 October  London | 13 October

		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.		<b>TOTAL</b> £ :

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.

Booking Form

**hqn**  
training