

# Handling Complaints in Local Government: Improving Performance and Learning from Good Practice

[Etc venues, One Drummond Gate, Pimlico, London SW1V 2QQ](#) | Tuesday 7th November 2017

10.15 **Registration & Morning Refreshments**

11.00 **Chair's Introduction**

⇒ *Professor Michael Adler, School of Social and Political Science, University of Edinburgh*

11.05 **Complaint Handling: The LGO Perspective**

- Trends in complaints being referred
- Common mistakes councils often make
- An ombudsman's view on what good complaint handling looks like

⇒ *Nigel Ellis, Chief Executive, Local Government & Social Care Ombudsman*

11.45 **Standards & Processes for Handling Complaints**

- The standards of complaint handling councils are expected to uphold
- What councils can do to improve their performance
- Handling more complaints with fewer resources
- Processes for handling different types of complaints
- Handling complaints about external service providers/partners
- The role of council staff & local councillors in supporting the complaints process

⇒ *Nicholas Foster, Consumer Dispute Resolution Centre, Queen Margaret University*

⇒ *Michael Hill, Complaint Management Expert, Head of Sales, iCasework Limited*

13.00 **Networking Lunch**

13.45 **Good Practice: Different Organisational Approaches**

- Making complaints procedures as accessible as possible
- Reducing the escalation of disputes through better communication with complainants
- Responding to complaints within a reasonable time frame
- Handling complaints fairly, impartiality & proportionately
- Ensuring effective oversight & review procedures are in place
- Learning from complaints to make improvements to council services

⇒ *Jen Barfoot, Chief Executive and Michelle Roberts, Customer Focus Officer, Homes in Sedgemoor, UK Complaint Handling Awards 2017 Overall Winner*

⇒ *Kieran Seale, Assistant Director, Verita*

15.30 **Event Close**

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