

Handling Complaints in Local Government: Upholding Standards and Learning from Good Practice

The Event will take place in Central London | Wednesday 26th June 2019

10.15 **Registration & Refreshments**

11.00 **Chair's Introduction**

11.05 **Standards & Processes for Handling Complaints**

- The standards of complaint handling councils are expected to uphold
 - What councils can do to improve their performance
 - Trends in complaints being referred
 - 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
 - Common mistakes councils often make
 - Handling more complaints with fewer resources
- ⇒ **Jo Causon**, *Chief Executive Officer, The Institute of Customer Services*
- ⇒ **Michael Hill**, *Complaint Management Expert, Resolver Group*

13.15 **Networking Lunch**

14.00 **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

15.30 **Chair's Concluding Remarks & Event Close**

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