

# Effectively Handling Complaints in Housing

Tuesday 21st June 2016 – Central London

## Chair:

**Matt Cooney**  
Chief Executive  
Asra Housing Group

## Speakers Include:

**Denise Fowler**  
Housing Ombudsman  
Housing Ombudsman Service

**Jack Lee**  
Assistant Director  
Investigation and Enforcement  
Homes and Communities Agency

**Elspeth Mackenzie**  
Chief Executive  
Thrive Homes  
*Named 'Best in Public Sector' in the  
Top 50 Companies for Customer  
Service Awards 2015*

**Andrea Baker**  
Director of Housing  
Poplar HARCA  
*Winner of 'Outstanding Landlord of  
the Year' at the UK Housing Awards  
2015*

**Kate Russell**  
Director of People and  
Performance  
Vale of Aylesbury Housing Trust  
*Awarded the HouseMark Complaints  
Accreditation (2014)*

**Gary Robson**  
Assistant Director  
Customer Services  
L&Q Group  
*Winner of 'Best Housing Association'  
at the Wharf Property Awards 2015*

## Contributors

**Housing**  
Ombudsman Service

 **Vale of  
Aylesbury  
Housing**  
homes for living, communities for life

 **POPLAR  
HARCA**  
Making Poplar a better place to live

## Effectively Handling Complaints in Housing

Tuesday 21st June 2016 – Central London

### About the Event

Our **Effectively Handling Complaints in Housing Conference** provides a unique forum to explore how to **implement an effective complaints handling process**.

With the Government announcing plans to introduce a **new Public Service Ombudsman whilst maintaining the autonomy of the Housing Ombudsman Service**, alongside the implementation of the **1% rent reduction and the Housing Benefit cap**, now is the time to fully understand the landscape of established and developing best practice in **investigating, handling and resolving housing complaints**.

Shining a spotlight on how an **effective complaints handling process** can help **reduce complaints, lower costs and improve efficiency**, take this opportunity to review the latest **regulation and policy** regarding complaints handling.

Key topics covered include:

- Implementing **positive attitudes to complaints** and establishing **successful complaints handling training and development for staff** within your organisation
- Streamlining processes to **resolve complaints in a timely and efficient manner**
- **Managing budget restrictions** and raising **customer service standards**
- Utilising **customer insight to improve complaints handling processes** and customer satisfaction

Attend this timely event to benchmark your complaints handling process against recognised outstanding provision. Do not miss this opportunity to benefit from **discussions and direction on how to improve your complaints handling services**.

### Forthcoming Events

**Tackling Tenancy Fraud**  
Friday 20th May – Central London

**Housing Finance**  
Monday 23rd May – Central London

**Supported Housing**  
Wednesday 22nd June – Central London

### Benefits of Attending

- Receive an update from the **Housing Ombudsman** on the new **dispute resolution process** and recent developments in complaints
- Hear from the **Homes and Communities Agency** on the **latest policy and regulation surrounding complaints handling**
- Take away **practical, expert guidance on embedding and introducing a positive complaints handling culture** within your organisation
- Gain insight on how to **effectively manage vexatious complainants** and better resolve disputes
- Learn how to **increase and maintain resident engagement** and effectively **utilise Tenant Panels**
- Examine the **benefits of applying customer insight** to complaints procedures
- Explore how to **use complaints effectively** to drive improvements in **service delivery**
- Develop strategies to tackle **restricted budgets whilst delivering exemplary customer service**

### Who Should Attend

Representatives from Housing Associations, ALMOs and Local Authorities involved in managing complain including:

- Chief Executives
- Directors and Executive Directors of Housing
- Heads of Service and Service Improvement Teams
- Customer Service and Customer Relations Teams
- Customer Experience and Insight Teams
- Operations Teams
- Policy and Strategy Teams
- Quality and Performance Teams
- Service Development Teams
- Housing Managers
- Tenant Participation Teams
- Board Members
- Complaints Managers and Officers
- Tenant Representatives
- Private Sector and Voluntary Sector Representatives

### Sponsorship and Exhibition Opportunities

We offer a range of flexible packages which offer your organisation a platform to network and communicate with key organisations in the public sector.

For further information please contact Moira McCarthy on 020 7202 0596 or email [moira.mccarthy@capita.co.uk](mailto:moira.mccarthy@capita.co.uk)

# Conference Programme

09.20 Registration Tea and Coffee

09.50 Chair's Opening Remarks

**Matt Cooney**, Chief Executive, Asra Housing Group

## Keynote Address

10.00 Update on Complaints Management in Housing

- Exploring the role and remit of the Housing Ombudsman
- Considering the new dispute resolution policy and process
- Assessing changes to the complaints landscape
- Using feedback to drive improvements

**Denise Fowler**, Housing Ombudsman  
Housing Ombudsman Service

10.30 Questions and Discussion

10.40 Developing a Positive Organisational Approach to Complaints

- Building on both positive and negative feedback to improve service delivery
- Adopting a simple, streamlined complaints procedure
- Promoting a conclusive and positive attitude to complaints in the culture of your organisation

**Elsbeth Mackenzie**, Chief Executive, Thrive Homes  
*Named 'Best in Public Sector' in the Top 50 Companies for Customer Service Awards 2015*

11.00 Questions and Discussion

11.10 Networking Tea and Coffee Break

11.40 Streamlining the Complaints Handling Process

- Driving up the early resolution of complaints at the first point of contact
- Promoting internal resolutions of complaints to prevent escalation
- Using online and digital resources to effectively manage complaints

**Larissa Reed**, Deputy Director of Direct Services  
Canterbury City Council  
*Awarded the 'Customer Service Excellence Standard' Accreditation*

12.00 Utilising Customer Insight to Improve Complaints Procedures

- Exploring customer journey mapping to better understand why complaints happen
- Applying customer insight techniques to predict behaviour and control expectations
- Collecting and evaluating data to establish trends in complaint handling

**Andrea Baker**, Director of Housing, Poplar HARCA  
*Winner of 'Outstanding Landlord of the Year' at the UK Housing Awards 2015*

12.20 Session Questions and Discussion

12.30 Networking Lunch

13.30 Dispute Resolution and Dealing with Vexatious Complainants

- Reviewing dispute resolution principles and processes in order to improve responses to complaints
- Implementing constructive approaches across an organisation to managing persistent complainants
- Equipping staff with the resources to resolve complaints effectively

**Kate Russell**, Director of People and Performance  
Vale of Aylesbury Housing Trust

*Awarded the HouseMark Complaints Accreditation (2014)*

13.50 Questions and Discussion

14.00 Increasing and Maintaining Resident Engagement for Effective Resolution of Complaints

- Expanding the use of Tenants Panels in the complaints process
- Developing effective practices to increase resident engagement within your organisation
- Employing innovative ways to handle complaints

**Jane Porter**, Executive Director of Operations  
AmicusHorizon

*Shortlisted in the 'Excellence in Customer Service' category at the National Housing Awards 2016*

14.20 Questions and Discussion

14.30 Networking Tea and Coffee Break

14.50 Managing Restricted Budgets and Improving Efficiency

- Understanding how budget restrictions across the sector impact complaints handling
- Handling complaints on a restricted budget
- Investigating innovative complaints handling processes to increase efficiency and reduce costs
- Learning from the experience of L&Q

**Gary Robson**, Assistant Director, Customer Services  
L&Q Group

*Winner of 'Best Housing Association' at the Wharf Property Awards 2015*

15:10 Questions and Discussion

## Closing Keynote Address

15.20 Policy and Regulation of Complaints Handling Procedures

- Reviewing the regulation surrounding complaints handling in housing
- Complying with policy surrounding complaints handling
- Assessing the impact and risks surrounding Right to Buy and the expansion of the Private Rented Sector

**Jack Lee**, Assistant Director, Investigation and Enforcement  
Homes and Communities Agency

15.50 Questions and Discussion

16.00 Chair's Closing Remarks and Close of Conference



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Capita Conferences



# BOOKING FORM

## Effectively Handling Complaints in Housing

Tuesday 21st June 2016 – Central London

BOOKING SOURCE CODE: SMMK

### DELEGATE DETAILS (Please use BLOCK CAPITALS and complete in full)

#### Correspondence Address

Organisation \_\_\_\_\_  
Address \_\_\_\_\_  
Postcode \_\_\_\_\_

#### 1st Delegate

Surname \_\_\_\_\_ Title \_\_\_\_\_  
Forename \_\_\_\_\_  
Job Title \_\_\_\_\_  
Organisation \_\_\_\_\_  
Department \_\_\_\_\_  
Email \_\_\_\_\_  
Telephone \_\_\_\_\_  
Dietary/Access requirements \_\_\_\_\_

#### 2nd Delegate

Surname \_\_\_\_\_ Title \_\_\_\_\_  
Forename \_\_\_\_\_  
Job Title \_\_\_\_\_  
Organisation \_\_\_\_\_  
Department \_\_\_\_\_  
Email \_\_\_\_\_  
Telephone \_\_\_\_\_  
Dietary/Access requirements \_\_\_\_\_

#### 3rd Delegate Book a 3rd Delegate at half price\*

Surname \_\_\_\_\_ Title \_\_\_\_\_  
Forename \_\_\_\_\_  
Job Title \_\_\_\_\_  
Organisation \_\_\_\_\_  
Department \_\_\_\_\_  
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Discounts Available  
Book a 3rd Delegate at half price\*

### EASY WAYS TO BOOK

**ENQUIRIES 0207 227 6537**

**EMAIL** [conference.events@capita.co.uk](mailto:conference.events@capita.co.uk)

**FAX** your completed form to 0870 165 8989

**POST** your completed form to:

Capita Conferences Administration, 4th Floor,  
Barnard's Inn, 86 Fetter Lane, London, EC4A 1EN

#### PAYMENT DETAILS

**Local Govt & Housing Associations @ £359.00 plus VAT** No. of delegates:

**Private Sector @ £575.00 plus VAT** No. of delegates:

**Concessionary Rate\* @ £250.00 plus VAT** No. of delegates:

Tenant Groups and Charities Registered with the Charity Commission and OSCR are eligible for this discount. Please provide registration number below.

\*Discounts cannot be combined and do not apply to concessionary rate

Discount Code\*   
Please see our website for discounts available

Charity Commission/OSCR Registration No.

Your Purchase Order/Reference Number:

#### INVOICE ADDRESS

Surname \_\_\_\_\_ Title \_\_\_\_\_  
Forename \_\_\_\_\_  
Job Title \_\_\_\_\_  
Organisation \_\_\_\_\_  
Address \_\_\_\_\_  
Postcode \_\_\_\_\_ Telephone: \_\_\_\_\_  
Email \_\_\_\_\_

We will issue an invoice upon receipt of your booking and payment can be made: online by credit/debit card; BACS or cheque.

**Payment terms are 30 days and payment must be received before the conference date.**

**I have read the terms and conditions and understand the cancellation policy**

**Signature required:**

#### Purchase of Delegate Pack Only

If you are unable to attend the event, but would like to receive supporting documentation please indicate below:

PDF Electronic Version @ £95 – plus VAT

Invoices issued after the event when order processed. See payment options below.

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Account No: 60864978

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to 020 7504 3551

Please send payments, quoting conference code **H06161**, to: Capita Business Services Ltd. Accounts Receivable, PO Box 212, Faverdale Industrial Estate, Darlington DL1 9HN. A VAT invoice will be issued on receipt of payment VAT No: 618 1841 40

#### HOTEL ACCOMMODATION

For discounted rates, please contact Capita Travel & Events, quoting the conference code (**H06161**) on 0871 521 9816 or [capexternal@capita.co.uk](mailto:capexternal@capita.co.uk)

#### TERMS & CONDITIONS

**CANCELLATIONS** confirmed in writing 14 days before the conference date will be refunded, minus an administration fee of £50 plus VAT.

We regret that no refund can be made after that date, although substitutions can be made at any time.

Capita are not able to offer refunds for cancellations arising from events outside of our control.

**VENUE AND REGISTRATION DETAILS** will be sent within 14 days of the event date. We cannot be held responsible for non arrival of this information, if you have not received within 7 days of the event date, please call us on 0870 400 1020.

**PROGRAMME AMENDMENTS** Capita reserves the right to alter the programme or venue without notice due to unforeseen circumstances.

**CHANGE OF DETAILS** Have your details changed, are they incorrect or you do not wish to receive any future mailings? Please email: [conference.events@capita.co.uk](mailto:conference.events@capita.co.uk).

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