



Collaboration Network

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# The Complaints Forum 2023

6th December 2023 | Online via Zoom

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## Agenda

- 09.05 Open for delegates to join**
- 09.15 Welcome Address**  
Mark Bailey, Director & Co-Founder, Collaboration Network  
Martin Canwell, Account Executive, Aptean
- 09.30 Case Study: Creating a Complaints A&E for our Customers**  
Mike Bamber, Distribution Director Risk Operations, HSBC
- 10.15 Keynote Talk: Insights & Learnings from the 2023 Complaints Coffee Club Series**  
Martin Canwell, Account Executive, Aptean
- 11.00 Morning Refreshment Break**
- 11.15 Keynote Talk: The Power of Early Resolution – the Legal Ombudsman’s Journey and Impact**  
Steve Pearson, Deputy Chief Ombudsman, Legal Ombudsman  
Clair Daniel, Ombudsman, Legal Ombudsman
- 12.00 Case Study: Excellence in Complaints Handling and RCA**  
Laura Bittencourt Rodrigues, Head of Complaints Operations, Revolut
- 12.45 Lunch Break**
- 13.30 The Complaints Coffee Club - Interactive Group Discussion to Share Best Practice  
Topic: How are you Looking to Innovate Complaints Handling in 2024?**  
Chair of Discussion: Chloe Davies, Customer Relations Team Leader, Ageas UK
- 14.30 Case Study: Our Journey Towards Improving Complaints Handling in 2023**  
Sarah McAndrews, Complaints and Resolution Manager, South West Water
- 15.15 Afternoon Refreshment Break**
- 15.30 Panel Discussion: Complaint and Challenges in Deliveries - The Impact on the Vulnerable**  
Featuring the Dispute Resolution Ombudsman & Guest Panellists
- 16.15 Final Thoughts**
- 16.30 Close of Complaints Forum**