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Aptean Respond

The Complaints Forum 2026

Hosted by



1st October 2026

BSI Offices, Davy Avenue Knowlhill, Milton Keynes MK5 8PP

Agenda

08.30	Registration & Arrival Tea/Coffee with Pastries for Delegates
09.30	Welcome Address Collaboration Network & Aptean Respond
09.45	Case Study: The Resolution Journey - How we Solve the Complaints Problem Kailiegh Watkins, Senior Contact Centre Manager, South Western Railway
10.15	Case Study: Rethinking Complaint Handling with AI Martin Canwell & Harry Nolan, Aptean Respond
10.45	Refreshment Break - Mid-morning Tea/Coffee
11.15	Case Study: Our Complaints Strategy Evolution Sarah Conway, Group Head of Customer Relations, The Coventry Building Society & The Co-operative Bank
11.45	Case Study: Turning Customer Feedback into Service Excellence: A BSI Kitemark Case Study Rob Hine, Global Head of Market Engagement, BSI
12.15	Lunch
13.15	Workshop: AI in the Complaints Frontline - From Compliance Burden to Competitive Advantage Led by Martin Hill-Wilson, Owner, Brainfood Consulting
14.00	Keynote: The Greatest Challenge of Digitisation: What we Leave Behind Kirsty Locke, Learning and Insight Manager, The Legal Ombudsman
14.30	Refreshment Break - Afternoon Tea/Coffee
15.00	Keynote: Ombudsman Update and Landscape Overview Alessandro Pulzone, Ombudsman Leader, Financial Ombudsman Service
15.30	Fireside Conversation: Leading from the Front - The Role of Leadership within Complaints Teams Featuring: Christopher Ward, Head of Customer Relations, Markerstudy Camilla Boucher, Complaints Insights Manager, Sovereign Network Group, & Martin Canwell, Aptean Respond
16.10	Final Thoughts
16.20	Close of Complaints Forum

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