



Collaboration Network

www.collaborationnetwork.co.uk

COMPLAINTS FORUM

Sponsored by

Aptean Respond

Hosted by



7th November 2024

99 Bishopgate, London, EC2M 3XD

Agenda

- 08.45 Registration & Welcome Tea / Coffee / Pastries for Delegates
- 09.30 **Welcome Address**
Collaboration Network & Aptean
- 09.45 **Case Study: The Evolution of our Global Complaints Strategy**
Karen Niblock, Head of Complaints, DWF Law
- 10.15 **Case Study: Creating Special Customer Experiences: Turning Complaints into Smiles**
Steven Cairns, Director of Operations, Hilton
- 10.45 **Keynote Talk: Complaint Management Success: Understanding the Root Cause**
Martin Canwell, Account Manager, Aptean
- 11.15 Refreshment Break - Morning Tea/Coffee
- 11.40 **Keynote Talk: Insight into the Ombudsman**
Lauren Long, Ombudsman Leader, Financial Ombudsman Service
- 12.15 **Case Study: From Ombudsman to Industry - Influencing from Within**
James Clements, Senior Global Consultant, Wise
- 12.45 Lunch Break
- 13.45 **Case Study: Complaints Resolution - Our Approach in Energy**
Jade Law, Customer Complaints Performance Manager, SSE
- 14.15 **Ombudsman Panel Discussion: The Landscape of Cross-Sector Complaint Resolution**
- Financial Ombudsman Service
 - Consumer Council for Water
 - The Ombuds Group
 - Legal Ombudsman
 - Energy Ombudsman
- 15.00 Refreshment Break - Morning Tea/Coffee
- 15.25 **Keynote Talk: Complaints Handling in the Consumer Duty Era**
James Daley, Managing Director, Fairer Finance
- 15.45 **Case Study: Going the Extra Mile for Customers**
Tom Squires & Samantha Fellows, Close Brothers Motor Finance
- 16.15 **Final Thoughts**
- 16.30 Close of Complaints Forum

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