

What's Coming Up

Complaints Revisited: A Day Dedicated on Complaints Handling 22nd July

Vulnerability & Employee Wellness within the Complaints Journey 10:00-10:45 | Online

Join Karen Niblock, DWF Law for a session which will include practical insight and real-world experience.

[Register here](#)

Trust by Design: AI, Human Specialisation and the Future of Fair Outcomes 11:00-11:45 | Online

Join James Clements, Wise on a session on how financial services firms can use AI to handle high-volume and predictable – freeing deeply skilled specialists to focus on the complex, the sensitive, and the high-stakes.

[Register here](#)

Beyond the 97%: Why your Best Metrics Might be Hiding Your Biggest Failures 13:00-13:45 | Online

Join us for this session where Sara-Louise Cook, Next will speak about how they are changing the way they root cause analysis, drive service forward and improve customer journeys using reverse metrics.

[Register here](#)

In Conversation with the Ombudsman: Reviewing the Complaints Landscape 14:00- 14:45 | Online

Join us for this engaging session featuring a panel discussion which will explore the key challenges and emerging trends in complaints management.

[Register here](#)

South East Water's Annual Stakeholder Conference: Elevating Support for Vulnerable Customers

24th September | 9:00-15:35 | In person – Ashford International Hotel, Simone Weil Avenue, Ashford, Kent, TN24 8UX

Join us for a key stakeholder session dedicated to empowering our workplace to serve our most vulnerable customers with greater effectiveness. This event will bring cross-sector professionals, along with culture & wellbeing experts and third sector organisation share insights, practical strategies and real-world examples.

[Reserve your spot](#)

Complaints Forum 2026

1st October | 9:00-16:00 | In person – BSI Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes, MK5 8PP

Join us for the 2026 Complaints Forum, sponsored by Aptean Respond. The day will consist of sessions that will include case studies, a panel discussion, workshop, fireside leadership in complaints and an opportunity to network with your peers throughout the day.

[Reserve your spot](#)

Stratford-upon-Avon Regional Gathering – Hosted by NFU Mutual

20th October | 9:00-16:30 | In person - Knights Lane in Tiddington, Stratford-upon-Avon, Warwickshire, CV37 7BJ

[Reserve your spot](#)

Conference & Awards Ceremony 2026 – Where Collaboration Meets Celebration

25th November | 9:00-00:00 | In person – Eastside Rooms, Woodcock St, Birmingham, B7 4BL

Join us for an unforgettable evening of celebration, entertainment, and connection. This event brings together professionals from across sectors to honour the remarkable achievements of our members.

A night of vibrant atmosphere and fantastic entrainment –

[Reserve your spot](#)

What You Might Have Missed

Vulnerability Training: Building Resilience with Samaritans “Tips for Staying Resilient”

14th May | 14:00-15:00 | Online

This webinar, hosted by Liz Milligan and Sam Gale from Samaritans, explored the link between emotional health and resilience and shared practical strategies for building personal resilience.

[Watch here](#)

Travel Club: Customer Engagement with AI

20th May | 10:00-11:30 | Online

This session explored real-world applications of AI in customer engagement and complaints management. Speakers shared insights from AI deployments across the

telecoms and financial services sectors, followed by a facilitated discussion on attendees' experiences, aspirations and challenges relating to AI.

[Watch here](#)

Re-Watch Vulnerability Week here:

<https://cn-x.co.uk/resources/videos>