

Bristol Regional Gathering

14th March 2024

Computershare Office, The Pavilions, Bridgwater Road, Bristol, BS13 8A

In Association with



Agenda

- 09.30 Registration & Welcome** Tea / Coffee / Pastries for Delegates
- 10.30 Welcome Address**
Will Archer, Director & Co-Founder, Collaboration Network
- 10.45 Case Study:** Delivering Better Customer Communications
Sara Harris, Senior Business Development Manager, Computershare Communication Service
- 11.30 Case Study:** Building our Vulnerability Strategy
Rachel Eason-Whale, Customer Care Manager & Vulnerability Strategic Lead, London & Country
- 12.15 Lunch Break**
- 13.15 Workshop:** The Strategic Value of Getting Company Culture Right
Lee Jones, Director, Elev-8 Performance
- 14.15 Case Study:** Working in Partnership to Better Support Customers
Stephanie Martin, Customer Experience Project Manager, Bristol Water
Kate Robbins, Head of Customer Policy, Wessex Water
- 15.00 Refreshment Break** - Tea & Coffee
- 15.30 Case Study:** Managing Complaints within Collections & Recoveries
Sam Challenger, Director of Collections & Customer Experience, Billing Finance
- 16.15 Final Thoughts** - Collective views and discussion from group
- 16.30 Close of Day** - Close of Gathering Day Programme

Our Partners

