

Legal Ombudsman

---

# Remedies and learning from complaints

---

The logo features the word 'LEGAL' in a bold, pink, sans-serif font. A large, elegant, pink cursive flourish is positioned above the letters 'L', 'E', and 'G'. Below 'LEGAL', the word 'OMBUDSMAN' is written in a black, all-caps, sans-serif font.  
LEGAL  
OMBUDSMAN

## Course overview

<b>Course title:</b>	Remedies and Learning from Complaints
<b>Tuition hours:</b>	Four hours
<b>Purpose:</b>	This course will look at common complaints that we see and how these could be prevented. In addition to this, we will look at some of the contemporary issues that CMCs face when handling complaints and working through case studies. The course will also focus on the importance of complaints and what can be learnt from analysing the root cause of these. We will consider first tier complaints processes and remedies, including the role that an apology can play.
<b>Cost:</b>	The course will be free to claims management companies regulated by the claims management regulation unit.

## Course details

### 1 Aims and learning outcomes

- Overview of our processes/approach to complaint handling
- What our statistics are telling us
- New initiatives at the Legal Ombudsman
- A complaint is a gift
- Service recovery and remedying complaints
- The power of an apology

### 2 Who the course is for?

The course is suitable for all members of the claims management industry within the Legal Ombudsman's jurisdiction.

The maximum number of delegates per session will be 30 to ensure the course is as interactive as possible. However minimum course numbers will be set.

### 3 Presenters

Our courses are usually led by a member of our Ombudsman team in partnership with members of our operational staff.

### 4 Methodology

The course is designed to be as interactive as possible, using case studies/Q&A's to illustrate our work where possible.

## How to register

To register for the course please complete the registration form and send to:

Email: [courses@legalombudsman.org.uk](mailto:courses@legalombudsman.org.uk)

Telephone: 0121 245 3472 / 0121 245 3187