

Legal Ombudsman

Remedies and learning from complaints for the claims management industry

The logo features the word 'LEGAL' in a pink, serif font, with a decorative flourish above it. Below 'LEGAL' is the word 'OMBUDSMAN' in a black, sans-serif font.
LEGAL
OMBUDSMAN

Course overview

Course title:	Remedies and Learning from Complaints
Tuition hours:	Four hours
Purpose:	This new course will build on previous courses in terms of the themes and trends that we have seen during the first two years of the CMC jurisdiction. We will provide an update on our statistics and share further information about the pilot initiatives we have launched. In addition to this, we will look at some of the contemporary issues that CMCs face when handling complaints. 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.
Cost:	The course costs £50+VAT and is being charged on a cost recovery basis.

Course details

1 Aims and learning outcomes

- Overview of our processes/approach to complaint handling
- What our statistics are telling us two years on
- 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

Telephone: 0121 245 3496