



**Scrutiny &  
Empowerment Partners**  
and **Rafael Runco**  
*invite you to a seminar on*

## **Best practice in complaint management** **the role of tenants in internal complaint procedures and the role of Designated Persons and Panels**

*Seminar dates and venues in January and February 2013*

<b>30<sup>th</sup> January 2013</b>	<b>Blackburne House, Liverpool</b>
<b>5<sup>th</sup> February 2013</b>	<b>Wakefield &amp; District Housing, Castleford</b>
<b>14<sup>th</sup> February 2013</b>	<b>East Midlands Housing, Coalville, Leicestershire</b>
<b>1<sup>st</sup> February 2013</b>	<b>Alliance Homes, Portishead, Bristol</b>
<b>Date to be confirmed</b>	<b>London/South East Pre-register for details</b>

The seminars are delivered by **Yvonne Davies**, Scrutiny & Empowerment Partners, together with **Rafael Runco**, Deputy Housing Ombudsman until December 2012.

**The Localism Act has created requirements and opportunities for changes in the way complaints are managed from April 2013.**

We invite you to a seminar which will cover all you need to know about complaints and Complaint Panels and Designated Persons, including:

- ✓ Requirements and expectations under regulation, co-regulation and localism for changes in complaints management.
- ✓ Good practice on dealing with service failures and complaints.
- ✓ The new role of the Housing Ombudsman Service.
- ✓ The role of tenants as advocates for other complainants; mediators and in hearing complaints as part of internal complaints panels, including recruitment and skills training.
- ✓ The role of Designated Persons. Hints and Tips on how to work with Councillors and MPs on a Stakeholder Management Agreement.
- ✓ The role and requirements of tenants as Designated Persons. The case for and against setting up a Panel and hints and tips on recruitment and skills. An honest opinion from a newly set up Designated Panel.

**Speakers include:**

- **Rafael Runco**, Deputy Housing Ombudsman until 12<sup>th</sup> December
- **Yvonne Davies**, Scrutiny & Empowerment Partners
- **Tenant and landlord representatives from an early mover** - North West Designated Complaints Panel.

**Fees:**

The cost of this seminar is £105 plus VAT for Tenants, Officers and Board/Council members. All booking received before 31<sup>st</sup> December will attract a lower cost of £95 plus VAT. SEP members are entitled to a discount of 10%.

Handouts and refreshments, including a buffet lunch, are included in the cost

**To book a place:**

**Please fill in the attached form and send it back to** [hello@tenantadvisor.net](mailto:hello@tenantadvisor.net)

Want to know more about our services and training to individual organisations, or ask any questions? Visit our website: [www.tenantadvisor.net](http://www.tenantadvisor.net)

**Scrutiny & Empowerment Partners Ltd**



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