**10 Hints and Tips for asking questions**

1. Talked about open minded but don’t be influenced by personal experience
2. Beware of over identifying
3. Don’t make assumptions – based on what happened to you/what you felt
4. Longer lunches for better networking
5. Cards made to pass round. They fill in their email address etc.
6. Prepare questions – one person asks them all. Nominate person to listen + one to take notes
7. Write up notes straight after
8. Dictophones? Check everyone’s okay with it first
9. Sharing notes from complaints reviews/meetings
10. To validate notes have a separate minute taker
11. Strong chair – keep to task stop many people taking at once.
12. Stress confidentiality – everyone polices confidentiality

And on the flipcharts:

**How to obtain evidence?**

* + Ask right Qs
  + Ask right person
  + Who tells you - who is right person?
  + Keep a journal
  + Keep receipts

**Who does what?**

HO? (Housing Ombudsman)

LGO? (Local Govt Ombudsman)

**What happens if there’s a “stalemate”?**

**Enforcement of HO’s decisions**