



Complaint handling, excellence in public services and the value of consumers

Friday 4 December 2009, King James Thistle Hotel, Edinburgh

CONFERENCE PROGRAMME

- 09:00-09:45** **Registration and Arrival Refreshments**
- 09:45-09:55** **Chair's Welcome Address**
Frank McAveety MSP, Convener, Public Petitions Committee, Scottish Parliament
- Session 1** **Changing strategic priorities for the SPSO**
- 09:55-10:20** **Keynote Address**
Jim Martin, Scottish Public Services Ombudsman
- 10:20-10:40** **Question and Answer Session**
- 10:40-11:05** **Refreshments**
- Session 2** **Striving to meet public expectations**
- 11:05-11:25** **Public Services at the crossroads: What will the future look like?**
Dr Nicola Millard, BT Customer Experience Futurologist
- 11:25-11:45** **Public Service Delivery: What the public think about & expect from public services and private companies**
Simon Braunholtz, Managing Director, Ipsos MORI Scotland
- 11:45-12:15** **The changing face of complaints management**
Panel and audience discussion
- 12:15-13:30** **Lunch with SPSO surgery and Workpro Complaints exhibition**

13:30-13:35

Chair's Welcome Back

Session 3

Learning from the Ombudsman

13:35-13:55

Complaints: What we receive, what we do, what we know and how our experience can help you

Emma Gray, Communications and Outreach Manager, Scottish Public Services Ombudsman

13:55-14:10

Question and Answer Session

Session 4

Learning from good practice

14:10-15:30

With presentations from:

Carol Greer, Advisory Officer, Citizens Advice Scotland

Robert Della-Salla, Head of Customer Services, London Borough of Hounslow

Elinor Baines, Research and Communication Coordinator, Castle Rock Edinvar Housing Association

Followed by a panel and audience discussion session

15:30-15:35

Chair's Closing Remarks

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