

# Complaint Handling, Excellence in Public Services and the Value of Consumers

Friday, 4th December, 2009  
King James Thistle Hotel, Edinburgh

**CONFERENCE**



## Keynote Speaker

**Jim Martin**  
Scottish Public Services Ombudsman

## THE CHANGING STRATEGIC PRIORITIES OF THE SPSO

Complaints - whether resulting from poor service delivery or a failure to understand the evolving needs of consumers - are crucial drivers for change. How we treat those who complain, how we deal with their complaint and how we change what we do as a result, is essential to reshaping services that people want and value.

A key conclusion of the Crerar Review was that the development of a fit-for-purpose complaints system would be an essential step toward reforming our public services. In May, the Scottish Parliament's Review of SPCB Supported Bodies Committee concluded, as recommended by the Sinclair Report, that the development and implementation of a new fit-for-purpose complaints system should be overseen by the Scottish Public Services Ombudsman.

This forms part of a wider proposed expansion to the functions and jurisdiction of the SPSO which would see the Ombudsman's office working with service providers to develop all public service complaints handling processes; facilitate a cross-sectoral network of best practice including training and promote recognised qualifications for complaints handlers.

Hearing from the newly-appointed Scottish Public Services Ombudsman, Jim Martin, this conference will explore the changing strategic priorities of the SPSO and the implications for service providers and complainants and, through sharing examples of good practice, consider how service providers - across the private, public and voluntary sectors - can ensure good complaint handling leads to improved service delivery.

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## Speakers

**Emma Gray**

Communications and Outreach Manager  
Scottish Public Services Ombudsman  
Complaints: What we receive, what we do, what we know and how our experience can help you

**Simon Brauholtz**

Managing Director  
Ipsos MORI Scotland

Public Service Delivery: What the public think about & expect from public services and private companies

**Speaker tbc**

Public Services at the crossroads  
What will the future look like?

**Clare Brannigan**

Computer Application Services Ltd  
Presentation title tbc

**Carol Greer**

Citizens Advice Scotland  
Learning from good practice: NHS

**Kate Lackie**

Business Manager, Chief Executive's Office  
The Highland Council  
Learning from good practice: local authority


**Elinor Baines**

Research & Communication Co-ordinator  
Castle Rock Edinvar Housing Association  
Learning from good practice: Housing



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