



SPSO COMPLAINTS IMPROVEMENT CONFERENCE

Tuesday 25 February 2020

Tynecastle Park, Edinburgh

Book now at tiny.cc/SPSOconference



9am Registration and coffee

9:30am Ombudsman's welcome
(Rosemary Agnew, SPSO)

9:40am Overview of the Complaints Handling Procedure (CHP)
(John Stevenson & Bronwen Fellows, SPSO)

10am Networking meetings in sector groups
(Francesca Richards, SPSO)

10:30am Feedback from sector groups

10:45am Break

11am Focus on resolution
(Carolyn Hirst, former Deputy Ombudsman and SLCC Mediator)

11:20am Workshop – Resolution skills

12 noon Lunch

12:40pm Making complaints work for everyone
(Niki Maclean, SPSO; Dr Chris Gill, University of Glasgow; Jane Williams,
Queen Margaret University)

1:30pm Workshop – Developing your own policy

2pm Break

2:20pm Challenging behaviour
(Valerie Malloch, SPSO; Anderson Strathern Solicitors speaker;
Felicity Mitchell, OIA)

3pm Closing remarks