



Training from the Local Government Ombudsman (LGO)

Effective Complaint Handling Investigating and Resolving Complaints

What it is

A one day skills course in investigating complaints, delivered by experienced LGO investigators. Participants can draw on a fund of knowledge gained from our experience of over three decades of complaints investigation. The course presenter will also be familiar with the authority's complaints procedure.

Who it is for

For local authority staff whose jobs involve dealing with complaints in the higher stages of the complaints procedures, after the informal stage and up to the point of deciding the complaint. It is a course for managers, team leaders, departmental and corporate complaints officers.

For those receiving and dealing with the earlier stages of complaints the *Good Complaint Handling* course is recommended

What it does

The aim of the course is to help participants to develop their skills in:

- defining and analysing complaints
- planning investigations and making the best use of sources of information
- evaluating information and making sound decisions
- communicating those decisions effectively
- resolving and learning from complaints
- overcoming common problems.

How

The course is interactive using a variety of activities and materials including:

- participants' experience of making complaints and our experience of what can go wrong
- research findings on what contributes to customer satisfaction and trust in service providers
- a troubleshooting exercise to consider the problems staff encounter and possible solutions.

Participants work on a case study. Using their expertise and drawing on the experience of the investigator, they define, investigate and reach a conclusion on a complaint. The presenter explains the principles applied by the LGO for resolving complaints and this is applied to the case study.

The presenter offers guidance and insight throughout the day on applying the LGO's principles of good practice in investigating complaints.