

Annual open meeting 2018: optional breakout sessions

The annual open meeting is followed by two optional breakout sessions that relate to our new three year strategy. Both sessions run from 3.20pm to 4.20pm.

Session 1:

Innovation and good practice in public sector complaint handling: the journey to better service

This month, we will publish our new three year strategy. It makes a commitment to support the organisations we investigate to improve complaint handling and increase the resolution of complaints at a local level through tools, training and guidance. We are also taking significant steps to improve our own complaint handling.

This session asks what innovation and good practice looks like in the public sector and will include short presentations followed by 30 minutes of panel and audience discussion. We have invited speakers from the health service and government sector to share their examples of good complaint handling and talk to us about how their organisations have improved their complaint services.

Andrew Medlock, Assistant Director of Customer Experience from PHSO, will be joined by Karen Jessop, Deputy Chief Nurse at Sheffield Teaching Hospitals NHS Foundation Trust and Sidonie Kingsmill, Customer Director, HM Courts & Tribunal Service. The session will be chaired by PHSO's Alex Robertson, Executive Director External Affairs and Insight.

Panel

Alex Robertson, Executive Director External Affairs and Insight (Chair)

Andrew Medlock, Assistant Director of Customer Experience from PHSO

David Heap, Patient Complaints Manager, Sheffield Teaching Hospital NHS Foundation Trust

Sidonie Kingsmill, Customer Director, HM Courts & Tribunal Service

Session 2:

Alternative dispute resolution in the public sector: expanding the Ombudsman's toolbox for resolving complaints

Our approach to resolving complaints is often through adjudication and formal investigations. A full investigation is not always the most effective or timely method for resolving complaints and can lead to frustration for those who have bought the complaint. As part of our strategy we are exploring how to expand our toolbox for resolving complaints. Learning from good practice in the wider ombudsman sector, we will pilot the use of alternative dispute resolution methods, ranging from early complaints resolution to formal mediation.

As our work to take this forward begins we have invited Chris Pinnell, Head of the Assessment and Resolution Team at the Office of the Independent Adjudicator and Carys Williams, Assistant Investigation Manager for the Complaints Advice Team at the Public Service Ombudsman of Wales to share their experiences of using alternative resolution in other ombudsman services with our Head of Customer Services - Intake & Customer Care, Rachael Russell. This session will explore how alternative dispute resolution works in practice as well as its limitations through short presentations and a panel discussion, chaired by Warren Seddon, Director of Insight & Public Affairs.

Panel

Warren Seddon, Director of Insight & Public Affairs (Chair)

Rachael Russell, Head of Customer Services - Intake & Customer Care

Chris Pinnell, Head of the Assessment and Resolution Team at the Office of the Independent Adjudicator

Carys Williams, Assistant Investigation Manager for the Complaints Advice Team at the Public Service Ombudsman of Wales