



Tenant Panels on Complaints The “how to” seminar series

23rd March 2012 at Salix Homes, Salford
30th March 2012 at Wakefield and District Housing
24th April 2012 at Gentoo, Sunderland

Tenant Panels, MPs and Councillors are the preferred route for local accountability on complaints. **This is a seminar for landlords and tenants** on how Complaints Panels might work.

Rafael Runco, Deputy Housing Ombudsman will run the **morning session** to explore information, practical support, good practice and some of the local delivery tools, which the Housing Ombudsman Service is developing to support landlords and tenants.

The **afternoon session** will be a **mock Complaints Panel** with budding customer and landlord thespians from **Salix Homes**. This will give you the chance to observe a Panel hearing and to participate in decision making as well as consider whether what you see meets your expectation of how you might run your own Complaints Panel.

You will leave with an action plan and ideas to consider practically implementing a Tenant Complaints Panel in your organisation.

Delegate Fees:

£99 +vat (All Tenants)
£149 +vat (NHC and SEP Officer Members)
£179 + vat (Non Members)

Registration: 10.00am; Start: 10.30am; Finish: 4.00pm*

***Please note:** whilst we will endeavour to keep to these timings, they may alter slightly when our full programme is finalised.

To book your place at this event please click here

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