
Registration & Networking

08:30 - 09:00

Chairperson's Opening Remarks

09:00 - 09:10

Participants

Martin Canwell - Solutions Consultant, Aptean

Addressing Customer Vulnerability and Managing Responsibilities

09:10 - 09:35

Participants

Karen Smart - Conduct and Compliance Advisor, Sainsbury's Bank

Improving Approaches to Identifying and Handling Vulnerable Customers

09:35 - 10:10

Participants

Moderator: Martin Canwell - Solutions Consultant, Aptean

Janis Hambling - Head of Customer Solutions, Yorkshire Building Society

Scott Lee Holloway - Voice of the Customer Manager, APS Bank

Karen Smart - Conduct and Compliance Advisor, Sainsbury's Bank

Caroline Wells - Consumer Vulnerability Expert, Money Advice Trust

Managing Repeat Complaints

10:10 - 10:45

Participants

Tina Jones - Head of Complaints, Nationwide

Morning Networking Break

10:45 - 11:05

Complaints Handling During COVID-19

11:05 - 11:40

- Ombudsman response to COVID-19
- FCA expectations of financial businesses' complaints handling procedures
- Timelines
- Prioritisation of cases

Participants

Tony Doyle - Sales & Marketing Manager, Insight 2 Value

Elaine Banks - Head of Compliance, KGM Underwriting Services

Moderator: Martin Canwell - Solutions Consultant, Aptean

Caroline Wells - Consumer Vulnerability Expert, Money Advice Trust

Uses of Technology in Complaints Handling

11:40 - 12:10

- Maximising your use of existing technologies
- Process design – the make or break of effective complaint handling
- System ownership – true teamwork between IT, compliance, and customer service
- Technology that works for your business and your customers

Participants

Andrew Edler - Managing Director, Equiniti Charter

Lunch & Networking

12:10 - 13:10

The Changing Nature of Customer Expectations and Perceptions of the Complaints Journey

13:10 - 13:50

Participants

Matthew Drage - Director, Huntswood

Kate Woollard - Head of Communications, Huntswood

Comparing Complaints Cultures across Industries: a European vs UK Bank Perspective

13:50 - 14:30

- Establishing a feedback/complaints function
- How to bring customer feedback to the forefront
- Customer feedback is gold! And how to make the most of it
- Comparing complaints cultures across industries
- The evolving world of complaints and how to adapt to an ever changing landscape

Participants

Scott Lee Holloway - Voice of the Customer Manager, APS Bank

"There's Gold in Them Darn Hills!"

14:30 - 15:00

Handling customer complaints properly makes us money – fact. Greg will share research on the commercial impact of complaint handling, as well as tips on what the best business strive to achieve with complaint handling.

Participants

Greg Roche - Director, TLF Research

Chairperson's Summation and Close of Formal Presentations

15:00 - 15:10

Topic Roundtable Discussions in the Networking Area

15:10 - 16:10

SCHEDULE

19TH COMPLAINTS MANAGEMENT FORUM - 22/09/2020

19th Annual Complaints Management Forum

22 September 2020
Online Virtual Conference
BST/UTC+1 Time Zone

TIME	
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15:00	15:00 - Chairperson's Summation and Close of Formal Presentations 15:10 - Topic Roundtable Discussions in the Networking Area