

Complaints and the Consumer Duty

Course outline and objectives

With the FCA's increasing expectations on firms to ensure good customer outcomes, the spotlight on complaints teams (and the people who have oversight for them) has never been as bright or as focused.

Complaints data and insight from firms is one of the cornerstones being used by the FCA now, to measure whether a firm's behaviour and culture towards its customers is in keeping with its expectations – particularly those the FCA have set out under the Consumer Duty.

But what do good customer outcomes look like in a complaints setting? And what role will complaints teams have in evidencing a firm is learning and acting on its customer feedback and complaints?

There's a lot of noise about the Consumer Duty. So, this practical session focuses on the impact of the duty on one area, customer complaints. It will take you through the FCA's expectations and what your firm can do to meet them – from the way customers raise their complaints and the skills complaints handlers will need, to reaching good customer outcomes that reduce the chances of cases ending up at FOS.

Training approach

The course programme will comprise a blend of trainer presentations, group discussion, practical examples and case studies. There will be ample opportunity for questions, experience sharing and networking. All course materials (and at face-to-face events, refreshments and lunch) will be provided.

Who will benefit?

The course will be of value to those who have strategic, managerial or operational oversight for complaints handling teams or any areas handling customer complaints.

Dates and Fees

Live Online

23 March 2023
09:30 to 12:45
£475 + VAT

Face to Face (London)

24 May 2023
09:30 to 12:45
£545 + VAT

Savings available for multiple registrations

To book

Visit:
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0330 303 9779

If you oversee a complaints function in a FCA regulated firm, this course will help you to:

1. Understand **how the FCA's proposed Consumer Duty relates to complaints teams**
2. Gain insights into **what this means for how we handle customer complaints** in practice
3. Identify the degree of monitoring and evaluation you might need to **demonstrate good customer outcomes**

Course Leader

Sarah Lawrence has over 20 years of experience working on the front line in financial services. She has worked within call centres in various organisations and has over 17 years' experience of working at the Financial Ombudsman Service.

During her time at the Ombudsman Service, she worked as an adjudicator, then moving to the outreach team, where she wrote and delivered training to small businesses. She was promoted to manager in this department, but in the last 4.5 years, she was the manager of the Technical Desk, which regularly had business approval ratings of 94% and above.

Since leaving the Financial Ombudsman Service, Sarah has written and presented the training for Quibble for various organisations including UK Finance and the Finance and Leasing Association. She has also been consulting with several organisations, sharing knowledge and helping them adapt their complaints processes.

Outside of Quibble, Sarah is a qualified trauma-informed counsellor, working with men and women struggling with the reality of infertility and living with childlessness.

Course Programme

Session	Content
The FCA's Consumer Duty	<ul style="list-style-type: none">• What it says (the headlines we need to know)• How this relates generally to complaints teams• Impact on complaint handling
What does this mean for how we handle complaints	<ul style="list-style-type: none">• Making the complaints journey easy and accessible• Complaint handling knowledge and skills• What does 'good customer outcomes' look and feel like in a complaint handling environment
Monitoring and evaluation	<ul style="list-style-type: none">• What we can use to demonstrate good customer outcomes - both in terms of individual cases and more broadly your firm's learning and actions.

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