

Maximising customer outcomes through innovation in the complaints landscape

**Wednesday 11th November 2020
15:00 – 16:30**

Webinar

In recent times, and particularly during the Covid-19 pandemic, appropriate handling of complaints has become more relevant than ever. The FCA has recently published its guidance on handling complaints during the Coronavirus pandemic, and with new and evolving risks to consumers and firms, now seems like the right time to consider the current and future complaints landscape. This webinar, featuring key industry speakers, will consider issues around complaints operations in both the GI and life markets, implementation of good Root Cause Analysis (RCA) frameworks and complaints procedures with regards to vulnerability. Additionally, the event will consider the wider landscape, considering improvements in efficiencies undertaken in recent years and new working practices that have emerged in recent months as a result of Coronavirus, as well as exploring the increasing expectations on firms from regulators, the Financial Ombudsman Service and consumers.

14:55	Registration
15:00	Welcome & Introduction
	Charlotte Clark CBE, Director of Regulation, ABI
15:05	Keynote Address One
	Paul Whiteing, Lead Ombudsman and Director of Casework, Financial Ombudsman Service
15:25	Panel session
	Chair: Charlotte Clark CBE, Director of Regulation, ABI <ul style="list-style-type: none"> • James Daley, Managing Director, Fairer Finance • Martin Dodd, Chief Executive Officer, Huntswood • Amanda Mason, Head of Compliance, NFU Mutual
16:05	Keynote Address Two
	Paul Dyer, Head of Regulatory Risk and Assurance, Huntswood
16:25	Concluding Remarks and Close
	Charlotte Clark CBE, Director of Regulation, ABI
16:30	Close