

COMMONWEALTH  
**OMBUDSMAN**



COMPLAINT  
HANDLING  
FORUM

6 - 9 JUNE 2023  
VIRTUAL SESSIONS



ACHIEVING  
SUCCESS IN  
COMPLAINTS



**SESSION ONE - 6 JUNE 2023**  
**12:30 - 2PM AEST**

**CONFERENCE OPENER**

**PERSPECTIVES ON SUCCESS**

IAIN ANDERSON, COMMONWEALTH OMBUDSMAN  
DEBORAH GLASS, VICTORIAN OMBUDSMAN



**SESSION TWO - 7 JUNE 2023**  
**12:30 - 2PM AEST**

**PRACTICAL SESSION**

**COMPLAINTS AND GEN Z**

CLAIRE MADDEN, AUTHOR AND RESEARCHER



**SESSION THREE - 8 JUNE 2023**  
**12:30 - 2PM AEST**

**PRACTICAL SESSION**

**DE-ESCALATING CONFLICT IN COMPLAINTS**

SALLI BROWNING, NSW OMBUDSMAN'S OFFICE



**SESSION FOUR - 9 JUNE 2023**  
**12:30 - 2PM AEST**

**PRACTICAL SESSION**

**BACK TO BASICS: CUSTOMER SERVICE IN COMPLAINTS**

MONIQUE RICHARDSON, AUTHOR AND EXPERT

**TICKETS AT EVENTBRITE.COM**

*Ticket costs: \$40 per virtual session or all 4 for \$120*

## Session One - 6 June

### Perspectives on Success

Iain Anderson, Commonwealth Ombudsman  
Deborah Glass, Victorian Ombudsman

Time shapes our perspectives. Iain Anderson is in his first year as Commonwealth Ombudsman. Conversely, Deborah Glass is entering her final year of a 10-year term as Victorian Ombudsman. Come and hear their perspectives on what achieving success in complaints looks like.

## Session 2 - 7 June

### Complaints and Gen Z

Claire Madden, author and researcher

Claire Madden, author of Hello Gen Z understands the next generation of hyperconnected, agile and adaptive complaint handlers and complaint makers. Come and hear her perspective on how we can design our systems, processes and services to meet the needs of the next generation.

## Session 3 - 8 June

### De-Escalating Conflict in Complaints

Salli Browning, NSW Ombudsman's Office

Conflict and complaints often go hand in hand. Come and hear how we can manage and de-escalate conflict to ensure complainants are heard and we are protected from the impacts of conflict in our complaint handling.

## Session 4 - 9 June

### Back to Basics: Customer Service in Complaints

Monique Richardson, author and researcher

Monique Richardson is an expert in customer service. Monique will help us establish the basics of good customer service and how these apply in the unique realm of complaint handling.