

2026 COMPLAINT HANDLING FORUM

THE FUTURE IS NOW

AI, evolving expectations and fresh perspectives in complaint handling

📅 26-30 October 2026 📍 Virtual event

Session 1 CHALLENGES AND OPPORTUNITIES IN MODERN COMPLAINTS MANAGEMENT – PANEL DISCUSSION

Featuring Iain Anderson, David Hazlehurst, Gary Starr and Dr June Smith



Session 2 JUDGEMENT IN THE AGE OF AI

Supporting better decisions in complaint handling



Brad Twynham

Session 3 WORKING WITH AI

Complaint handling leaders' insights



Liz Tydd
and
Paul Miller

Session 4 CONFLICT AS OPPORTUNITY

Transforming complaints into connection



Scott Dutton

Session 5 COMPLEX COMPLAINANT CONDUCT

Maintaining integrity in the face of increasingly challenging and evolving complainant conduct



Dr Joe McIntyre

BOOK NOW