

Local Government & Social Care OMBUDSMAN

COMPLAINTS: THREATS OR OPPORTUNITIES?

You, or your representative, are invited to a **FREE** Local Government & Social Care Ombudsman event on one of the following dates:

2 March 2017 at Coventry Transport Museum, Coventry 10am -1pm

or

3 March 2017 at 110 Rochester Row, London 9.30am – 12.30pm

or

10 March 2017 at the University of Manchester, Manchester 10am – 1 pm

Buffet lunch to follow each event

You will have the chance to:

- ✓ Meet the new Ombudsman;
- ✓ Learn how to use complaints to your benefit;
- ✓ Network with others who deal with complaints;
- ✓ Hear what we have achieved during the six years we have had the powers to investigate complaints from self funders about registered care providers.

The event is aimed at those who deal with complaints and those who influence how complaints are dealt with.

Places are free of charge, and will be allocated on a first come first served basis. **To reserve your place please RSVP using the attached form.** We will confirm your place as soon as possible.

Delegates will receive a direct email in February with an agenda and further details about the venue.

We hope you can devote a morning to consider this important area.

COMPLAINTS: THREATS OR OPPORTUNITIES

Delegate booking form

Name			
Organisation			
Job title			
Email address			
Telephone number			
Preferred venue (please select first and second choice)		1st	2nd
	Coventry, Thurs 2 Mar	<input type="checkbox"/>	<input type="checkbox"/>
	London, Fri 3 Mar	<input type="checkbox"/>	<input type="checkbox"/>
	Manchester Fri 10 Mar	<input type="checkbox"/>	<input type="checkbox"/>
Dietary requirements			
Access needs (e.g. wheelchair user)			
Any other requirements (e.g. large print handouts)			

Please return to: Karen Ball at event@lgo.org.uk

Terms and conditions

By completing this booking form you are indicating you wish to attend the selected event. If there are places available, you will receive confirmation of your booking. Delegate places will be reserved on a first come, first served basis.

Delegate places will only be reserved upon receipt of a completed booking form.

Cancellations must be submitted by email to: event@lgo.org.uk