

free seminar introducing the ombudsman *to smaller businesses* booking form

target audience and availability

Our nationwide series of half-day seminars is aimed at businesses that are covered by the ombudsman service but don't usually have much direct contact with us. The over-arching aim is to clarify the role of the service and how it goes about its work.

There is no charge to attend and we can accommodate up to 100 people at each event. We allocate places as fairly as possible across the range of financial businesses who may want to send delegates. So please book as early as possible.

seminar objectives and content

Our half-day seminar includes an overview of the complaint handling rules before looking in more detail at the ombudsman service, explaining how we work and how we make decisions on complaints.

We also look at the types of cases we receive from smaller businesses and the help and information we provide to aid businesses with their own complaint handling. And at the end of the seminar delegates have the opportunity to put questions to the ombudsman.

schedule

registration *from* 9.30am (for a 10am start)

- the complaint handling rules
- the Financial Ombudsman Service:
 - how it works
 - how it decides cases; *and*
 - support services available
- Q & A session
- close at 1pm



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booking form

location and date of event you would like to attend	Cambridge Thursday, 8 March 2012
	please print clearly:
Name <i>(eg Mr John Smith)</i>	
position or job title <i>(eg Principal)</i>	
business name <i>(eg J Smith Financial Services)</i>	
nature of business <i>(eg. IFA)</i>	
address	
contact phone	
contact mobile	
contact email	
please give details of any accessibility needs	
 <p>Financial Ombudsman Service</p>	<p>please return this completed form to:</p> <p>Melanie Pearce External Liaison Team Financial Ombudsman Service South Quay Plaza 183 Marsh Wall London E14 9SR</p> <p>email: liaison.team@financial-ombudsman.org.uk or fax: 020 7964 1401</p> <p>for queries: please phone 020 7964 1400</p>