

# Effective Complaints Handling

## 13 September 2021 (10.00 - 13.30)



This half day virtual course on **13 September** will help you consider a “best practice” approach to complaints management, with consideration given to how a complaints process can improve customer relations and help you manage your regulatory requirements.

The Financial Conduct Authority’s complaint rules (DISP) provide a detailed explanation of its expectations for the management of Customer Complaints. Complex and detailed in nature, they need to be navigated with care but should always be central to a firm’s complaints process and culture.

### **Attending this course will help delegates to:**

- Update and refresh knowledge of the regulatory requirements of complaints management
- Consider key areas of the DISP rulebook
- Consider the FCA Principles for Business and how this impacts a firm in respect of its regulatory responsibilities
- Understand FOS, what it is and what it is there to achieve
- Familiarise themselves with industry best practice, from identifying complaints to final responses
- Discuss and debate the concept of Root Cause Analysis, what it is, mechanisms for feedback and how this can be used to improve processes and customer experience

### **Course Fees:**

Members Price: £199 + VAT

Non-Member Price : £299 + VAT

**To book online click the link below**

[Effective Complaints Handling](#)

**Please note: all FLA events are subject to the application of competition law. Details will be available on the day.**