

Effective setting of Distress & Inconvenience Awards



7 October 2021



Developing and Applying Key Knowledge and Approaches

If you handle complaints or customer queries, or have oversight for these areas in a FCA regulated firm, this course will help you:

- Build on what you need to do under the DISP requirements
- Understand what Distress & Inconvenience covers and what it does not
- Know how to assess levels of redress
- Deliver consistency of awards

Course Fees:

Members Price: £199 + VAT

Non-Member Price : £299 + VAT

To book online click the link below

[Distress & Inconvenience Awards](#)

Please note: all FLA events are subject to the application of competition law. Details will be available on the day and are included in the booking form.

Outline and objectives

This virtual half day course will help demystify Distress & Inconvenience awards, to understand more about how to arrive at a figure of redress, how to achieve consistency and to master what this type of redress is used for.

The Financial Ombudsman Service provides basic information in relation to Distress & Inconvenience awards, but this doesn't cover how firms can better understand how to arrive at a figure for this type of compensation. Nor does it advise firms how best to position this with their customers.

Customer complaints come in a myriad of different forms, making it hard to understand and deliver the consistency that firms would like when it comes to Distress & Inconvenience awards. The customer's expectations that a firm understands what they want means that a firm can very easily get sucked into a long drawn out conversation solely around this topic and not the complaint itself.

Who will benefit?

The course will be of value to those handling or overseeing complaints, and frontline and 'business as usual' customer queries and journeys, including **Complaints, Customer Services, Customer Experience, Operations, Compliance, Legal and Quality Assurance** professionals in FCA regulated firms.

Training approach

This workshop uses a combination of trainer input, knowledge sharing and talking through real-life situations. The group is kept to a maximum of 16 people to enable delegates to get the most out of the day.

Effective setting of Distress & Inconvenience awards

**7 October 2021
10.00 - 13.30**

Introduction

- Objective of training
- What you would like to know by the end of the day

Getting into the detail

- The types of redress – the different names and are they different?
- Types of awards – does it always have to be cash?
- Assessing levels of awards – starting with the ‘ball-park’

Putting it into practice

- The impact and the ripple effect – how to assess what has happened and the redress
- Consistency in awards

Repeat complaints

- Dealing with repeat complainers when it comes to D&I

Wrap up

- Objectives of training
- Did you find out what you wanted to know?
- Time for questions