

Managing Unreasonable Conduct and Maintaining an Ongoing Relationship with a Complainant

A Discussion Forum for government agencies

Speaker/facilitator: Chris Wheeler, Deputy Ombudsman, NSW Ombudsman

Chair: Jill Jenkins, Director, Complaints, Australian Taxation Office

If you have an interest in complaint handling, and you work in a government agency, then you should join this interactive discussion about:

- The problems that can arise for organisations that must maintain an ongoing relationship with complainants, and
- Fair and reasonable options for managing unreasonable conduct in such circumstances.

A Managing Unreasonable Complainant Conduct Practice Manual has been developed from a project undertaken by the eight Australian Parliamentary Ombudsman. While the majority of the strategies in the Practice Manual cover most of the circumstances that can arise, some can only be implemented by organisations/complaint handlers that have the discretion to terminate their relationship with the complainant.

The Australian Ombudsman are now embarking on the second stage of this project, which is aimed at developing further strategies that can be used by organisations/complaint handlers who must maintain an ongoing relationship with the complainant.

Join SOCAP Australia's government sector members and all others who have a common interest in complaint handling. Additionally we will identify the sorts of issues that would be topical and helpful for us to meet, discuss and resolve in the future.

When: Thursday 4 March 2010 from 3pm to 5pm
(light refreshments from 3pm, forum discussion from 3.30pm)

Where: Canberra, ACT (venue tba)

Cost : Member \$65 Non member \$85

Register: Online go to www.socap.org.au or complete the attached.

SOCAP Event Sponsor:



Government Forum 4 March 2010

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Government Forum

Thursday 4 March 2010 3.00pm to 5.00pm

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