

Advanced Complaints Management Training

10 January 2024

ABTA, 30 Park Street, London, SE1 9EQ



Agenda

09:30 **Registration, tea and coffee**

10:00 **Welcome and setting the scene**

Charles Fachiri, Senior Customer Information Manager, **ABTA**

10:10 **Understanding your legal liability**

- The Package Travel Regulations and the impact on your business
- Denied Boarding Regulations
- In practice: breach of contract
- Case examples

Alex Padfield, Director, **Hextalls Law**

10:50 **ABTA's Code of Conduct – recent updates**

- Your ABTA Code of Conduct and recent updates
- Common breaches of the code and how to avoid them
- ABTA's tools and resources

Diana Missoni, Code of Conduct Manager, **ABTA**

11:15 **Tea and coffee break**

11:30 **Dealing with health and safety risks**

- What if your complaint is related to health and safety?
- The importance of internal systems
- Management of safety risks

Donna Mehmet, Senior Destinations Executive – Health, Safety, Crisis & Operations, **ABTA**

11:50 **Practical Session: setting and measuring KPIs, goals and objectives**

This interactive session will explore the difficulties in setting targets in customer service and how you measure the success of your team.

- Can targets and KPIs be set?
- Setting goals for your team

Robert Bearne, Customer Service Senior Manager, **Travelzoo**

12:35 **Round table discussion: recruiting and retaining your customer service team**

An opportunity to discuss current challenges around recruitment and retention with experts and peers.

Charles Fachiri, Senior Customer Information Manager, **ABTA**

13:05 **Lunch**

14:05 **Customer service for all: accessibility and inclusion**

- Top customer service barriers and how to overcome these
- Knowing and understanding your customer: accessibility guides and different means of contact
- The importance of staff training and ensuring all staff are confident when dealing with PRM's and special requests

Lizi Green, Digital Inclusion Consultant, **AbilityNet**

14:35 **ABTA's Alternative Dispute Resolution**

- Introduction to ABTA's ADR Scheme and its Benefits
- How the complaints handling procedure works in practice
- Best Practices for Travel Businesses in Engaging with ABTA's ADR Scheme

Sarah Buckley, Customer Information Manager, **ABTA**

14:50 **Tea and coffee break**

15:05 **Alternative Dispute Resolution**

- Overview of the arbitration scheme
- The benefits of ADR
- The best processes and preparation for a case
- How to deal with a complaint on a published award

Gregory Hunt, Managing Director, **Hunt ADR**

15:35 **Personal injury conciliation**

- Preparing for a case
- Overview of the conciliation scheme
- The process

Gregory Hunt, Managing Director, **Hunt ADR**

16:15 **Summary and close**

Charles Fachiri, Senior Customer Information Manager, **ABTA**

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About the event

This advanced level training day is aimed at those who are responsible for developing and implementing their organisation's complaints management strategy.

How well you manage your complaints is a key factor when customers differentiate you between your competitors. Understand how to manage your complaints process and take away top tips that you can implement within your business.

Benefit from an update on the **Package Travel Regulations** and the main clauses you need to be aware of when managing complaints. Learn about the **alternative dispute resolution options** that are available to you and get advice on **how best to prepare for customer complaints**.

ABTA speakers and external experts will look at the whole customer complaints process including your **legal responsibilities**; **ABTA's Code of Conduct**; **managing business safety risks**; **how to manage your people and processes** and **alternative dispute resolution**.

Benefits of attending

- Learn how to **improve your complaints strategy**, manage customer expectations, and tailor your processes.
- Improve your understanding of your **legal liability** including the Package Travel Regulations.
- Hear how ABTA's **Code of Conduct** works in practice, common breaches of the code and how ABTA can support you.
- Gain an in-depth understanding of the **arbitration and conciliation scheme** including the best processes and preparation for a case.
- **Industry case studies** – network with your industry peers to hear how they manage complaints.

Who should attend?

This advanced level training day is aimed at those responsible for developing and implementing a complaint handling strategy, or who oversee business complaints handling procedures.

The event is ideal for team leaders and managers in customer care, customer relations and operations.

Prices

ABTA Member / ABTA Partner*	£259 plus VAT
Non Member	£399 plus VAT

This includes lunch and refreshments throughout the day, all delegate materials, presentations and an attendee certificate.

**To qualify for the ABTA Member/Partner discount you must have a current ABTA Member/Partner number or your application must be in progress when the event takes place. For details on becoming an ABTA Member or Partner visit abta.com/join*

Group booking discounts

Book **three places** and get **50% off the third place**
This discount will be automatically applied when you book online.

If you are looking to book for a larger group please contact events@abta.co.uk for a bespoke discount.

REGISTER NOW!

Upcoming events

Complaints Handling Workshop

24 January 2024, London