



# Advanced Complaints Management Seminar

25 June 2019 • ABTA, 30 Park Street, London, SE1 9EQ

## Agenda

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

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

- The role of customer support at ABTA
- What generates complaints?
- Do you manage expectations?

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

10:40 **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**

11:20 **Tea and coffee break**

11:45 **ABTA's Code of Conduct**

- Your ABTA Code of Conduct and recent updates
- How the complaints handling procedure works in practice
- Common breaches of the code and how to avoid them
- ABTA's tools and resources

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

**Daryl Nurthen**, Business Support Manager, **ABTA**

12:20 **Managing business safety risks**

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

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

13:00 **Lunch**

14:00 **Welcome back**

14:05 **A group discussion – identify best practice recommendations**

- Discuss in groups your current complaint management process, including compensation structures
- Identify ways in which you could improve your system
- What about social media?
- Devise one piece of best practice advice per table and share with the group

14:30 **Managing complaints in practice – a case study**

- Maximising opportunities around complaints management
- Addressing the root cause of complaints
- Ensuring you are proactive with managing complaints

**Irena Jasinski**, Customer Services Manager, **Balkan Holidays**

15:00 **Tea and coffee break**

15:25 **Alternative Dispute Resolution (ADR)**

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

**Gregg Hunt**, Managing Director, **Hunt ADR**

16:00 **Questions and discussion on the arbitration and conciliation schemes**

**Gregg Hunt**, Managing Director, **Hunt ADR**

16:15 **Summary and close**

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

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## About the event

This advanced level seminar 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 from 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 how the Package Travel Regulations have affected travel businesses and the main clauses that you need to be aware of when managing complaints. Learn about the Alternative Dispute Resolution options that are available to you and get tips 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 updated Code of Conduct; managing business safety risks; how to manage your people and processes and Alternative Dispute Resolution.

Attend this event to take part in group discussions to learn from industry colleagues and identify ways you could improve your complaints management system.

## 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 their complaints

## Prices

ABTA Member/Partner	<b>£229 plus VAT</b>
Non-Member/Partner*	<b>£349 plus VAT</b>

*\*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](http://abta.com/join)*

## ABTA Conferences and Events

ABTA Conferences and Events delivers practical training for the travel industry. Our aim? To keep the industry up to date on the most important, business critical issues, with a key focus on practical learning outcomes. ABTA is the UK's leading travel association with a membership of around 1,200 travel companies.

Our vision is to enable the British public to travel with confidence – supporting our Members as they build their businesses and acting as an emblem of quality and assurance for their customers.

Our level of brand recognition and trust among consumers is high. 76% of people feel more confident booking with an ABTA Member.

## Who should attend?

ABTA's advanced level seminar is aimed at those who are responsible for **developing and implementing a complaints handling strategy**, or who oversee **business complaints handling procedures**.

This event is ideal for **team leaders** and **managers in customer care, customer relations** and **operations**, and those who have completed the complaints handling workshop and are looking for the next level.

## Register now

You can book online and pay by credit card or request an invoice. Visit [abta.co.uk/abtaevents](http://abta.co.uk/abtaevents) to book.

You can view our terms and conditions on the event webpage at [abta.com/eventstermsandconditions](http://abta.com/eventstermsandconditions)

For information on sponsorship and exhibition opportunities please contact **Matt Turton** on **020 3693 0194** or email [mturton@abta.co.uk](mailto:mturton@abta.co.uk)

## Upcoming events

### Improving Health and Safety in Tourism Accommodation

21 May 2019, London

### Future Skills in Travel and Tourism

19 June 2019, London

### Complaints Handling Workshop

4 July 2019, London