



Queen Margaret University  
CONSUMER DISPUTE RESOLUTION  
CENTRE



**B3124  
PROFESSIONAL CERTIFICATE IN  
OMBUDSMAN AND COMPLAINT HANDLING  
PRACTICE**

Approved by the Ombudsman Association

**19, 20 & 21 September 2017, Reading**

**Contact: Carol Brennan**  
Director, Consumer Dispute Resolution  
Centre  
School of Arts, Social Sciences and  
Management  
Queen Margaret University, Edinburgh  
EH21 6UU  
✉ [cbrennan@qmu.ac.uk](mailto:cbrennan@qmu.ac.uk)  
[www.qmu.ac.uk](http://www.qmu.ac.uk)

**OMBUDSMAN  
ASSOCIATION**  
Promoting independent complaint resolution

## Introduction

The **Consumer Dispute Resolution Centre** at Queen Margaret University (QMU) is delighted to be running the **Professional Certificate in Ombudsman and Complaint Handling Practice**.

This 3 day non-residential course, approved by the Ombudsman Association, is designed to provide theory, discussion and the application of practice relating to a number of subject areas relevant to the work of ombudsmen and other second-tier complaint handling organisations. As such, it may be of equal interest to both relatively new and more experienced complaint handlers who are interested in exploring these particular areas. To ensure maximum effectiveness, places will be limited to 18 delegates.

## Course content:

### Day 1: Appropriate dispute resolution: theory and practice

- the principles of appropriate dispute resolution
- the different models, including negotiation, mediation and arbitration
- in appropriate circumstances, resolve complaints without full investigation

### Day 2: The principles of effective remedy

- understand the legal principles of individual remedy
- understand the options for extra-legal remedy, including options for systemic remedy
- apply acknowledge in investigations

### Day 3: Rights and equality for ombudsmen and complaint handlers

- the basic elements of human rights, equality and other relevant law
- the relevance of rights and equality principles to complaint handling
- Adopting a rights and equality sensitive approach to investigation and remedy

## Cost and how to Register

The cost per delegate is **£1,200** which includes all course material, registration as a student of QMU, tutor support, course assessment, quality assurance, refreshments and lunch on the course. For a booking form please contact [cdrc@qmu.ac.uk](mailto:cdrc@qmu.ac.uk).

During the period of being a matriculated student of QMU, there will be access to an extensive range of online library resources plus many other University resources as well as eligibility to apply for a student card, presenting the possibilities of student discounts!

## Pre-Course Work

There is some preparatory reading and activities as well as some aspects to consider ahead of the course. The preparatory work will be emailed to participants approximately two weeks in advance of the course start date. As a guide, we suggest allowing between 1 - 2 hours reading for each of the elements.

## Post-Course Assignment

The course is assessed by the submission of a post-course 3,000 word assignment eight weeks after completing the 3 days of training. Participants will produce an essay or report on a subject relevant to their interests and connected to their own work which will be pre-approved by the course leader. The aim of the assignment is to provide participants with an opportunity to demonstrate their competence in the application of learning from the course, their own experience and guided research support from the course tutors.

On successful completion of the course, participants will receive a Record of Achievement together with an official transcript from QMU sent to their designated contact address.

Assessments for the Professional Certificate in Ombudsman and Complaint Handling Practice are subject to moderation by QMU academic staff and by an external examiner. Marks are ratified by a Board of Examiners. Quality is overseen by the School Academic Board which requires periodic reports on the effectiveness of the arrangements for learning, teaching and assessment.

## **ABOUT QUEEN MARGARET UNIVERSITY**



Queen Margaret University has a proud history of achievement and progress extending for over a century. Founded in 1875, the institution has always been driven by the highest ideals and purposes, focusing on contributing in practical ways to improving the quality of life and serving the community. Colleagues are dedicated to delivering vocational and professional learning and specialising in research which is of value to the community and enhances people's lives.

QMU is a leader in relation to the application of IT to teaching, Features of the IT provision include remote access which provides web access to email, files and software from anywhere in the world and the Hub Virtual Learning Platform.

The University learning resource services are designed to meet the needs of all students whether they study on or at a distance to the campus. By making full use of e-Learning, we can design courses that support students who have work and other life commitments. The university library holds 111,000 books, 590 print journals and provides access to over 130 electronic databases and 10,300 electronic journals.

QMU has unique expertise in consumer insight developed over 20 years, experience of research, CPD training and consultancy in customer service, complaint investigation, complaint handling, consumer regulation, marketing and consumer policy.

### **Quality Assurance**

For all aspects of learning, teaching and research, Queen Margaret University operates its own policies and procedures for the management of academic quality and standards, within a framework of published guidelines and periodic external review conducted by the Quality Assurance Agency for Higher Education (QAA). The QAA monitors our adherence to codes of practice for the sector, covering activities such as research and consultancy.