



PROFESSIONAL STANDARDS FORUM
11 APRIL 2019
The Mint, 10 Macquarie Street, Sydney

COMPLAINTS AS A RISK MANAGEMENT TOOL
FORUM PANEL
8:30am to 10:15am followed by Morning Tea

Professional Standards Councils, SOCAP and the Victorian Legal Services Board and Commissioner will present insights on the strategic use of complaints data to understand consumer experiences and drive improvements in conduct and the delivery of services. The Forum Panel will provide leaders of occupational associations with the opportunity to hear and discuss how they can better use their intelligence holdings to facilitate and promote consumer protection through improvement in professional standards under professional standards schemes.



Conduct and complaints: managing risks to consumers

The Professional Standards Councils regulate occupational associations to facilitate and promote consumer protection through improvement in professional standards under professional standards schemes. Chair of Councils, John Vines OAM, will discuss the Councils role in supervising self-regulating occupations and professions, what complaints data tells us about conduct risks across professions, and the opportunities for associations to better use their complaints data to understand consumer experiences and drive their occupational risk management strategies.



Improving regulatory outcomes for legal services

The Victorian Legal Services Board and Commissioner (VLSB+C) pursues an outcomes-focused, risk-based, and evidence-based approach in regulating Victoria's legal profession. CEO and Victorian Legal Services Commissioner, Fiona McLeay, will explain how data routinely collected by the VLSB+C is crucial to this approach because of what it reveals about the profession and people who hold practising certificates. The VLSB+C has done significant work to improve its data holdings and conduct research into the profession to improve its understanding of where hot spots of misconduct exist, and why.



Return on Investment of Effective Complaint Handling

Fiona Brown, Chief Executive of the Society of Consumer Affairs Professional will share the reasons why people complain, identify complaining behaviour and dissatisfaction, and the return on investment for businesses of effectively handling complaints. Definitions and steps of good complaint management will be introduced, for practical take away implementation for your business, and importantly the measurable ways to report on benefits across your organisation. We will also discuss key guidelines on the roles and responsibilities across organisations for managing complaints in relation to the Australian Standard the *Return on Investment of Effective Complaint Handling*.

[Register](#) by 9 April, 2019 at Eventbrite
or by email: info@psa.gov.au



PROFESSIONAL STANDARDS FORUM
11 APRIL 2019
The Mint, 10 Macquarie Street, Sydney

COMPLAINTS AS A RISK MANAGEMENT TOOL

FORUM WORKSHOP

10:45am to 12:30pm followed by Lunch

A practical risk management workshop for professional standards and complaints management staff of occupational associations. The Forum Workshop will be co-delivered by SOCAP's expert in complaints handling, Nicole Cullen and Councils' expert in professions and professional standards regulation, John R Rappell. Participants will learn strategies and methodologies to implement in operating their professional standards scheme. Participants will be able to more effectively identify the root cause of complaints and to use that intelligence to protect consumers by driving improvements in the competence and conduct of their association's members.



Nicole Cullen, SOCAP

Nicole is an expert in complaints handling and conflict management. In a career spanning over two decades, she has worked as a litigation lawyer, mediator, facilitator, manager, consultant and trainer. She has held roles with the Mediator Standards Board, Superannuation Complaints Tribunal, Financial Services Complaints Resolution Scheme, and Commonwealth Bank of Australia. Nicole has a strong interest in early and effective complaints handling and communication based on many years of professional experience resolving escalated complaints.



John R Rappell, Professional Standards Authority

John is the Councils' Director Professional Standards Regulation and leads two teams. One team assesses professional standards schemes applications while the second team supervises occupational associations once a scheme is operational. John works across occupations, government and other regulators to protect consumers and promote excellence in standards by encouraging better self-regulation. John has the hands-on experience of leading occupational associations as they evolve into self-regulating professions.

[Register](#) by 9 April, 2019 at Eventbrite
or email: info@psa.gov.au