

Dealing with Complaints

Wednesday 18 October 2006

Venue: ABTA, 68-71 Newman Street, London, W1

It's clear that we live in a consumer-driven world. Customers are demanding more for their money and are no longer willing to accept any faults or mistakes. With encouragement from print media and consumer programmes, customers are now quicker than ever to complain.

The travel industry has always been a target for complaints. If they're handled effectively, customers will trust your company and re-book with you. Complaints can provide you with the opportunity to find out what is wrong with your product, and improve it.

The Programme...

09:40 **Registration**

10:10 **Introduction**

Keith Richards, Head of Consumer Affairs, ABTA

10:20 **Your obligations under ABTA's code Code of Conduct**

Keith Richards, Head of Consumer Affairs, ABTA

10:45 **Trading Standards – Staying within the law**

Bruce Treloar, Lead Officer for Trading Standards

11:15 **Question and Answer**

11:20 **Coffee**

11:35 **Making the most of complaints and evidence gathering**

Christine Francis, Head of Consumer and Legal Affairs, Cosmos

12:05 **Complaints Management Systems**

Andrew Aldred, Marketing Services Manager, Charter-UK Ltd

12:35 **Accessible Information**

Sue Thomas, Royal National Institute of the Blind.

13:05 **Question and Answer**

13:15 **Introduction to the Workshop & Open Forum**

13:20 **Lunch**

14:00 **Complaints Workshop and Open Forum**

15:20 **Coffee**

15:30 **A Guide to Arbitration**

Gregg Hunt, Head of Business Relationships, CI Arb

16:00 **The Airline Perspective**

Jane Sebuliba, Customer Relations Manager, Excel Airways

16:20 **Closing Comments**

Keith Richards, Head of Consumer Affairs, ABTA

16:30 **Finish**

Event partner...



Event Sponsor....



Dealing with Complaints: Handling complaints - an opportunity

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Company name.....

Full company address.....

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Delegate names

Job title

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Contact number.....

ABTA number..... **e-mail address**.....

Cost to ABTA members and Travel Industry Partners:

£120 + VAT (£141.00)

Cost to non members:

£200 +VAT (£235.00)

ABTA Member []

Non Member []

I enclose a cheque for £.....

(Cheques to be made payable to the Association of British Travel Agents Ltd)

Please contact me I would like to pay by credit / debit card

(Visa or Mastercard only)

Any cancellation must be notified to us in writing. No refunds will be payable for cancellations made within seven days of the event, but, substitute delegates are welcome. It may be necessary to cancel the event if there's an insufficient number of delegates, but it won't be cancelled for this reason fewer than seven days before the event.

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