
Workshop 1

6: Building a culture of early resolution of complaints

Jean Grier (United Kingdom)

Complaint numbers increased during the pandemic. Our ombuds offices are vital for the handling of serious complaints, but a high volume of low-level complaints hinders our progress. How can we encourage our faculty and relevant colleagues to deal swiftly and effectively with 'easy' complaints at local level, thereby freeing up our offices to deal with the more complex cases? In this workshop session, we will discuss small case studies which demonstrate ways of resolving many student issues quickly and effectively, and the training needed to empower colleagues at departmental level to resolve minor issues.

Presenter(s):

Jean Grier: Independent Consultant and Vice-President of ENOHE; retired from full-time employment and now working on a consultancy basis with several higher education institutions and public bodies, mostly in the UK but also in Europe.