

## News

# Ombudsman courses in September

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The Legal Ombudsman is running courses in September to help you deal even more effectively with client complaints.

There will be an online session on 14 September, 10-11am, on myth-busting, addressing the common questions about the Legal Ombudsman's work. Myths include the perception that it always finds in favour of complainants.

The course will provide clarity on how LeO approaches complaints about negligence, time limits and how it determines service. Case studies will be used throughout.

Also online on 21 September, again between 10am and 11am, will be a course on the language of complaints.

The language used in handling complaints can have a significant impact on the outcome. This course will focus on research to identify better practice for the use of language by both the Ombudsman and service providers. The lessons identified will help service providers to understand how language can be a barrier to resolving complaints early on and how it can impact on consumers' behaviour and choices.

The [Ombudsman's website](https://www.legalombudsman.org.uk/information-centre/learning-resources/training-and-events/) [https://www.legalombudsman.org.uk/information-centre/learning-resources/training-and-events/] has further information and course booking instructions.