



Queen Margaret University
CONSUMER INSIGHT CENTRE



Workshop announcement!!!

Designing Consumer Redress: Making Redress Accessible for Consumer-Citizens

Queen Margaret University, 11 and 12 June 2015

Queen Margaret University, Edinburgh and the Centre for Socio-Legal Studies, Oxford are delighted to invite consumer advisors, complaint handling and ombudsmen practitioners, academics and policymakers to our workshop on “Designing Consumer Redress”. The provision of redress to consumers is an area undergoing significant developments, particularly in light of the implementation of the EU’s Alternative Dispute Resolution Directive and the forthcoming Online Dispute Resolution Regulation. In the public sector, the scene is similarly shifting with a number of upcoming changes proposed to the redress landscape for public service complaints. The aim of this workshop is to focus on one crucial aspect of these changes: how can we ensure, through good redress design, that the provision of redress is more accessible for more people?

Outline provisional programme

Thursday 11 June

16.00 Consumer Redress Design: Models and Approaches

Chris Gill, Queen Margaret University; Naomi Creutzfeldt, Oxford University; Carolyn Hirst, Queen Margaret University

16.30 **Workshop keynote**

***** Jim Martin, Scottish Public Services Ombudsman *****

17.15 Developments in Consumer Redress in Scotland

Speakers tbc.

18.15 Drinks and networking

19.00 Conference Dinner

Friday 12 June

09.30 Consumer Perspectives on Access to Redress

Carol Brennan, Queen Margaret University. Other speakers tbc.

11.00 Coffee

11.15 The Role of Ombudsmen in Improving Access to Redress

Brian Thompson, University of Liverpool. Other speakers tbc.

12.45 Lunch

13.45 Online Dispute Resolution and Access to Redress

Pablo Cortes, University of Leicester; James Walker, Resolver. Other speakers tbc

15.30 Coffee and Close



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Who should attend?

The workshop aims to bring together members of the public interested in consumer redress, consumer advisors, complaint and ombudsman practitioners, academics and policymakers. Places are strictly limited and early booking is recommended to ensure you receive a place.

Cost and booking

The workshop is **free** to attend. There will be a £50 charge for those wishing to join the workshop dinner on Thursday 11 June. Email consumerinsight@qmu.ac.uk to book a place, indicating whether you wish to attend the conference only or the conference and the dinner.

Support for public engagement

Support for this public engagement workshop is provided in part by a grant from Carnegie Corporation of New York.

About Carnegie Corporation of New York

Carnegie Corporation of New York is a philanthropic foundation created by Andrew Carnegie in 1911 to do "real and permanent good in this world."

Location

Queen Margaret University is located in Musselburgh, 7 minutes by train from central Edinburgh. For more information about how to find us please use the following link: http://www.qmu.ac.uk/the_university/access.htm.

About the organisers

The **Consumer Insight Centre at Queen Margaret University** is a leading provider of continuing professional development to ombudsman and complaint handling staff in the UK and internationally. In addition to our short courses, we have recently launched the world's first Master's degree aimed at ombudsman and complaint professionals. Our interdisciplinary research spans consumer policy, administrative justice and alternative dispute resolution.

For over forty years the **Centre for Socio-Legal Studies, Oxford** has been at the forefront of research into the nature and role of law in society. More than a dozen researchers combine multi-disciplinary expertise. Links with leading scholars in the Faculty of Law and throughout the University enhance the breadth of the Centre's research and the resources available to both doctoral students and research staff.

The conference is being co-organised by Carol Brennan (QMU), Naomi Creutzfeldt (Oxford) and Chris Gill (QMU).

Further information

For further information about this event, please email consumerinsight@qmu.ac.uk. We look forward to welcoming you at our workshop!