



Parliamentary
and Health Service
Ombudsman

16-17
January
2024

Invite to IOI sponsored conference - Manchester, UK

The Launch of the European International Ombudsman Institute Learning Academy: From Manchester to Athens, towards The Hague

PHSO, the UK National Ombudsman, is co-hosting the launch of the European IOI learning academy in partnership with the IOI and the National Ombudsman Officers of Greece, the Netherlands.

The roundtable, held both in-person and remotely, is in advance of the IOI World Congress in the Hague in May 2024. The Learning Academy will be formally launched on Tuesday 16 January with presentations from key IOI stakeholders on the need for the new Academy, the issues to be addressed, and the learning styles to be adopted. This will include reflections on progress made in Ombudsman Peer Review, Consultancy and working with vulnerable communities.

The Academy itself will hold its first learning event on Wednesday 17 January with briefings and role-play activities on Mediation as an alternative to investigation.

There will be a dinner marking the launch of the Learning Academy on Tuesday evening. This event will be held online and in person – places in person are limited because of the interactive nature of the event. Please reserve your place by emailing Faye Glover at faye.glover@ombudsman.org.uk

Calls are now made for papers relating to: a) Learning academies b) Peer review c) Consultancy and d) Working with vulnerable communities. Please send bids including a two paragraph summary of the proposed content to Faye.

To book a room at the Edwardian Hotel guests will need to contact the reservation team at this email resmanc@edwardian.com or by calling +44 (0)161 835 9929 and quote the code PARL160124

Location: Online or in-person at The Edwardian Hotel, Peter Street, Manchester, UK, M2 5GP



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www.ombudsman.org.uk/events