

BRITISH AND IRISH OMBUDSMAN ASSOCIATION

CONFERENCE 7/8 May 2009

EVENTS PREFERENCES
(Discussions and Workshops)

NAME (in capitals)

Please indicate your order of preference for the discussion/workshops you wish to attend by entering 1, 2, 3 or 4 in each of the four boxes for each session below.

Please give a preference to each of the four sessions. You can, of course, attend only one event at each session. We will try to accommodate people's preferences, so far as is consistent with ensuring a reasonable attendance at each event, and not exceeding the maximum capacity of the venues.

THURSDAY, 7 MAY

3rd Conference session (4.00pm – 5.15pm)

Talk/discussion	Report from academics on their review of public sector Ombudsman (<i>Dr Richard Kirkham/Brian Thompson</i>)	
WORKSHOP 1	Consultations: a lever for change? (<i>run by the HR Interest Group</i>)	
WORKSHOP 2	Information security (<i>run by the Operational Management Seminars Group</i>)	
WORKSHOP 3	Freedom of Information	

4th Conference session (5.15pm – 6.15pm)

Talk/discussion	Consumer redress (<i>Steve Brooker/Ann Fitzgerald</i>)	
WORKSHOP 4	New media and the Ombudsman (<i>run by the Communications Interest Group</i>)	
WORKSHOP 5	Equality and diversity	
WORKSHOP 6	Governance (<i>run by the Governance Working Group</i>)	

FRIDAY, 8 MAY

5th Conference session (9.30am – 10.45am)

Talk/discussion	Public redress (<i>Kenneth Parker QC/Marian Shanley</i>)	
WORKSHOP 7	Managing customer expectations (<i>run by the First Contact Interest Group</i>)	
WORKSHOP 8	Accreditation and CPD (<i>run by the Accreditation Working Group</i>)	
WORKSHOP 9	Training for bodies under jurisdiction	

6th Conference session (11.15am – 12.30pm)

Talk/discussion	Institution of the Ombudsman <i>(Arne Fliflet/Nikiforos Diamandouros)</i>	
WORKSHOP 10	Equality of access and the investigation of discrimination complaints <i>(run by the Legal Interest Group)</i>	
WORKSHOP 11	Unacceptable behaviour	
WORKSHOP 12	Knowledge Management	

Please return this form by post or e-mail (secretary@bioa.org.uk), **together with your booking form** to Ian Pattison, Secretary, British and Irish Ombudsman Association, PO Box 308, Twickenham TW1 9BE (Tel. 020 8892 9272).

AS SOON AS POSSIBLE