



## British and Irish Ombudsman Association

### 2009 Conference - Outline Programme

#### Thursday, 7 May

- 11.30am **1<sup>st</sup> session:** opening plenary session (Dining Room)  
- opening address (Chair)  
- keynote speech
- 1.00pm Buffet Lunch (Lounge area)
- 2.15pm **2<sup>nd</sup> session** – Annual Meeting (Dining Room)
- 3.30pm Tea (Lounge area)
- 4.00pm **3<sup>rd</sup> session**  
- Talk/discussion (Tiered Lecture Theatre) (max 120)  
- 3 Workshops (Lecture Rooms) (max 30 each)
- 5.15pm **4<sup>th</sup> session**  
- Talk/discussion (Tiered Lecture Theatre) (max 120)  
- 3 Workshops (Lecture Rooms) (max 30 each)
- 6.15pm Close
- 7.30pm for  
8.00pm Dinner (Dining Room)

#### Friday, 8 May

- 7.30 - 8.30am Breakfast (Dining Room)
- 9.30am **5<sup>th</sup> session**  
- Talk/discussion (Tiered Lecture Theatre) (max 120)  
- 3 Workshops (Lecture Rooms) (max 30 each)
- 10.45am Coffee (Lounge area)
- 11.15am **6<sup>th</sup> session**  
- Talk/discussion (Tiered Lecture Theatre) (max 120)  
- 3 Workshops (Lecture Rooms) (max 30 each)
- 12.30pm Chair's closing remarks (Tiered Lecture Theatre)
- from 1.00pm Lunch (Dining Room)