# Local Government Ombuds and Community Complaints Resolution

Public Sector Management & Public Affairs

## Course Overview

Local Government Ombuds and Community Complaints Resolution: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa...

## What You Will Achieve

- Explain the core principles and current good practice in Local Government Ombuds and Community Complaints Resolution
- Apply practical tools and techniques for Local Government Ombuds and Community Complaints Resolution in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Local Government Ombuds and Community Complaints Resolution in practice
- Build a personal action plan to implement what you have learned

## Who Should Attend

Directors, senior managers, heads of department, team leaders and high-potential professionals preparing for greater leadership responsibility.

## Course Outline

1. Setting the scene: Local Government Ombuds and Community Complaints Resolution in today's organisation
2. Key concepts and the language of Local Government Ombuds and Community Complaints Resolution
3. Frameworks and good practice that deliver results
4. Hands-on application: workshop exercises and cases
5. Problem-solving clinic: participants' real challenges
6. Integrating Local Government Ombuds and Community Complaints Resolution with day-to-day operations
7. Reporting, metrics and demonstrating value
8. Action planning: your first 90 days after the course

## Upcoming Dates and Fees

| DATES | VENUE | FEE (PER DELEGATE) |
|---|---|---|
| 2 to 6 Nov 2026 | Gaborone | **$1,450** |
| 9 to 13 Nov 2026 | Kigali | **$1,450** |

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| 23 to 27 Nov 2026 | Cape Town | **$1,650** |
| 30 Nov to 4 Dec 2026 | Lusaka | **$1,450** |

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.