

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)
28 Sep to 2 Oct 2026	Windhoek	\$1,650
5 to 9 Oct 2026	Dar es Salaam	\$1,395

19 to 23 Oct 2026	Online	\$750
26 to 30 Oct 2026	Pretoria	\$1,550
2 to 6 Nov 2026	Gaborone	\$1,450
9 to 13 Nov 2026	Kigali	\$1,450
23 to 27 Nov 2026	Cape Town	\$1,650
30 Nov to 4 Dec 2026	Lusaka	\$1,450

LTC Consultants

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