

They Moan, We Grow

Date and Venue:

**Friday 21st November, 2014
Alverton Hotel, Truro**

Course Organiser:

Carrie Bradburn, Dental Postgraduate Tutor

Course Lecturers:

**Kit Maher
Carol Brooking
Cascade**

Programme

09.00 – 09.30	Registration and Tea/Coffee
09.30 -10.45	How to deal, easily, face to face, with a complaining customer
10.45 - 11.15	Tea/Coffee
11.15 -12.30	Stay calm and find the best resolution
12.30 – 13.30	Lunch
13.30 – 14.45	How to feel Ok about and learn from complaints
14.45 – 15.15	Tea/Coffee
15.15 – 16.30	Start to develop an effective protocol for dealing with complaints
16.30	Close

Aim:- To help give patients who make a complaint a helpful response at the appropriate time

Objectives:- By the end of the training delegates will:-

Understand how to deal, easily, face to face, with a complaining customer
Be able to stay calm and find the best resolution to a complaint
Know how to feel OK about and learn from complaints
Start to develop an effective protocol for dealing with complaints