

## They Moan, We Grow

Date and Venue:

**Friday 21<sup>st</sup> November, 2014**  
**Alverton Hotel, Truro**

Course Organiser:

Carrie Bradburn, Dental Postgraduate Tutor

Course Lecturers:

**Kit Maher**  
**Carol Brooking**  
**Cascade**

### Programme

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

**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