

Common causes for complaints in Dentistry

by

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**Tuesday 13 January 2015
Postgraduate Medical Centre, Bath**

Programme

09.00 Registration

09.15 Session 1

10.45 Coffee & Discussion

11.00 Session 2

12.25 Conclusions & consensus

12.30 Close

Aims and Objectives

- To review the common causes for complaints
- To discuss how to try and resolve complaints
- To inform how to seek help with complaints handling