

15-03-05-01

Date and venue:
Thursday 5th March 2015
Buckerell Lodge Hotel, Exeter
North and East Devon

Course Organiser:
Samantha Braddock

Course Lecturers:
Joe Ingham BDS, Dento legal advisor
Ria MacQueen, Complaints Officer, NHS England Primary Care

Programme

0900- 09.30	Registration
09.30 -11.00	Session 1: The complaints procedure
11.00 -11.20	Coffee
11.20-12.45	Session 2: Investigating complaints
12.45-13.45	Lunch
13.45-14.45	Session 3: Beyond the practice
14.45-15.00	Q & A session
15.00-15.20	Tea
15.20- 16.30	Session 4: Risk management
16.30 -17.00	Discussion and close

Aim

The aim of this course is to equip the dental team to be able to produce a robust, easy to follow complaints policy, available for all staff to access, providing a step-by-step approach to managing complaints.

Objectives

By the end of this course delegates should;

1. be able to outline the procedure dealing with complaints from first contact in the practice.
2. be able to describe
 - how to respond to face to face verbal complaints
 - how to respond in writing, what to include, how to present information
 - the time frame to work to.
3. understand how to investigate the circumstances of a complaint.
4. be able to identify common causes of complaints and explain how to avoid them
5. have an understanding of the procedure if a complaint is escalated beyond the practice.