

**2.5** hours  
verifiable  
CPD

**VENUE:**

Holiday Inn Preston  
The Ringway  
Preston  
PR1 3AU

**DATE:**

Tuesday 21<sup>st</sup> June 2016

**TIME:**

9.30 am – 12.30 pm  
(Registration from 9.00am)

**COST:**

NHS £15.00  
Non NHS £30.00

**SPEAKER:**

Stuart Allan  
DPA NHS England - North

# Record Keeping & Complaint Handling:

## A course for the dental team

### Overview:

To look at the current standards used in record keeping and to understand its importance in general dental practice. To provide a checklist for handling complaints in line with the principles set out in 'Standards for dental professionals'

For full aims, objectives and learning outcomes and to reserve your place go to [www.maxcourse.co.uk/henw](http://www.maxcourse.co.uk/henw)