

**2.5** hours  
Verified  
Education

**LOCATION & DATE:**

Holiday Inn, Preston  
Tuesday 21<sup>st</sup> June 2016

Clinical Sciences Building,  
Aintree Hospital  
Thurs 22<sup>nd</sup> September 2016

**TIME:**

9.30 am – 12.30 pm  
(Registration from 9.00am)

**COST:**

NHS £15.00  
Non NHS £30.00

**SPEAKER:**

Stuart Allan  
Professional Adviser -  
Dentistry  
Greater Manchester Health  
& Social Care Partnership

A close-up photograph of a pair of black-rimmed glasses resting on a white document. The document is a 'complaint' form, with the word 'complaint' in large, bold, black letters. Below it, smaller text reads 'tell us about your complaint – so we can help you with anything – or have any difficulties fill in this form'. The background of the entire poster is a vibrant pink, with a blue curved shape on the left side containing the course title and overview.

# 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 course details and to reserve your place go to  
[www.maxcourse.co.uk/henw](http://www.maxcourse.co.uk/henw)