

A white circle containing the text '3 hrs verifiable education' in a red, sans-serif font.

**3** hrs  
verifiable  
education

**VENUE:**

Jury's Inn Hotel  
Great Bridgewater St  
Manchester  
M1 5LE

**DATE:**

Wednesday 14<sup>th</sup> June 2017

**TIME:**

9.30 am – 12.30 pm  
(Registration from 9.00am)

**COST:**

NHS £15.00  
Non NHS £30.00

**SPEAKER:**

Jane Bonehill  
*DenMed Training*

This lecturer is also  
presenting **Care Quality  
Commission  
Fundamental Standards  
for Primary Care Dental  
Services** on this day from  
1.30 – 4.30 pm

The title of the course, 'Complaints Handling: A course for the dental team', in a large, white, sans-serif font on a blue background.

# Complaints Handling:

## A course for the dental team

### Overview:

This session aims to assist the dental team in resolving complaints in order to re-establish the relationship between patients and the practice. Participants will be able to be able to apply the legal and ethical requirements for dental professionals in order to constantly develop standards of service delivery.

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

Refunds will not be given after 17thMay 2017  
however you can nominate another delegate.

