

A white circular badge with a red border. Inside, the text '3 hrs' is in a large, bold, red font, and 'verifiable education' is in a smaller, red font below it.

**3** hrs  
verifiable  
education

A large blue banner with white text. The text reads 'Dental Record Keeping and Complaints Handling: A course for the dental team'.

# Dental Record Keeping and Complaints Handling:

A course for the dental team

## Overview:

This course will provide you with the understanding of how to maintain adequate records with reference to the RCS guidance .

It will also discuss why patients complain and how to deal with the complaint effectively whilst respecting the requirements of the NHS.

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)

## VENUE:

Committee Room 3  
Regatta Place  
Brunswick Business Park  
Summers Road  
Liverpool  
L3 4BL

## DATE:

Thursday 14<sup>th</sup> December  
2017

## TIME:

1.30pm – 5.00pm  
(Registration from 1.00pm)

Refreshments provided

## COST:

NHS £15.00  
Non NHS £30.00

## SPEAKER:

Stuart Allen