

A white circle containing the text '2 hrs verifiable education' in a red, sans-serif font.

**2** hrs  
verifiable  
education

**VENUE:**  
**Royal Preston Hospital  
Education Centre**  
Sharoe Green,  
Lane North,  
Fulwood,  
Preston,  
PR2 9HT

**DATE:**  
Monday 29<sup>th</sup> January 2018

**TIME:**  
6.00pm – 8.00pm  
(Registration from 5.30pm)

Refreshments provided

**COST:**  
**NHS £15.00**  
**Non NHS £30.00**

**SPEAKER:**  
**Stuart Allen**

A photograph of a pair of black-rimmed glasses resting on a white document titled 'complaint form'. The document contains text about providing feedback on a complaint.

# Dental Record Keeping and Complaints Handling:

A course for the dental team

## Overview:

This course aims to increase understanding of how to maintain adequate records with the RCS guidance in mind.

Discussion will also include 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)