

**3** hrs  
verifiable  
education

**VENUE:**

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

**DATE:**

Tuesday 11<sup>th</sup> September 2018

**TIME:**

9.30 am – 12.45 pm  
(Registration from 9.00am)

Tea and Coffee provided

**COST:**

NHS £15.00  
Non NHS £30.00

**SPEAKER:**

Stuart Allen

# 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)