



# Complaints Handling

This webinar has a risk management theme, applying fundamental dento-legal principles to help participants appropriately manage and navigate the complaints process.

Tuesday 16th January  
2024  
13:00 to 14:30  
Registration from 12.45

COST  
NHS Dentist - £10  
NHS DCP-£5  
NON NHS Dentist - £20  
NON NHS DCP -£10

1.5 hours eCPD  
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**Speaker: Jo-Anne Taylor**

Jo has a masters degree in Dental Public Health and two post graduate certificates in medical aesthetics and medical education. She is a Senior Fellow of the Higher Education Academy. Jo has taught undergraduate and postgraduate DCPs and dentists and works part time as a dento legal adviser with the DDU.