



Essentials Training in One Hour: Complaints Handling

Webinar Overview:

Discover how complaints arise and the impact they have on mental health and performance. Learn practical strategies for managing complaints effectively, because great handling prevents negative outcomes and builds resilience.

Speaker:

Dr Shaam Shamsi

BDS (Lond), LDS RCS (Eng), FCGDent,
FFDT RCS (Ed), MFGDP RCS,
PGCTLCP, FGDP Pg Cert Appr, Pg
Cert BAIRD,
Dip Med Ethics & Law
Shaam Shamsi is an advisory board
member for Dental Protection and
Specialist Advisor for the CQC

Webinar:

Wednesday 1st July
2026

1pm to 2pm

Registration from
12.45pm

COST:

NHS DCP-£10
NHS Dentist - £15
Non NHS DCP -£20
Non NHS Dentist - £30

1 hour eCPD

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