

# Record Keeping and Complaint Handling:

## A course for the whole Dental Team

### Aim:

To look at the current standards used in record keeping and to understand its importance in general dental practice. To provide a checklist for handling complaints in line with the principles set out in 'Standards for Dental Professionals'

### Objectives:

- To review current trends in litigation
- To discuss effective risk management strategies for the dental team
- To discuss the GDC's ethical guidance and its impact on everyday practice

### Learning Outcomes:

- Delegates will be better informed about current trends in litigation
- Delegates will be able to implement effective risk management strategies
- Delegates will have a better understanding of the GDC's 'Standards' guidance

This course qualifies for 3.5 hours verifiable CPD

To reserve your place on this course, please create your MAXCOURSE profile and follow instructions online

Go to [www.maxcourse.co.uk/henw](http://www.maxcourse.co.uk/henw)

Closing date: 19<sup>th</sup> May 2015

### Speaker:

Raj Rattan  
GDP  
Senior Dento-Legal Consultant

### Venue:

Lancaster Royal Infirmary  
Ashton Road  
Lancaster  
LA1 4RR

### Date:

Tuesday 16<sup>th</sup> June 2015

### Time:

9.00 am – 1.00 pm  
(Registration from 8.45 am)

### Cost:

NHS	£15.00
Non NHS	£30.00

