

## Handling Complaints

Lecturers:

**Kit Maher and Carol Brooking  
Cascade**

Date and venue:

**Monday 25 October 2010  
Alverton Manor Hotel, Truro**

Course Organiser:

**Carrie Bradburn, Postgraduate Tutor**

### PROGRAMME

<b>09.00</b>	<b>Registration &amp; Tea/Coffee</b>
09.30	Introduction "You can't talk to me like that."
<b>10.45</b>	<b>Tea/Coffee</b>
11.00	"No, that's not what I said!"
<b>12.30</b>	<b>Lunch</b>
13.30	"What <u>can</u> you do then?"
<b>15.00</b>	<b>Tea/Coffee</b>
15.15	"Everybody happy?"
<b>17.00</b>	<b>Finish</b>

**Aim:** To explore how to handle "face to face" complaints with the general public.

**Objectives: By the end of the course participants should:**

1. Recognise that *their* buttons are being pushed when someone complains.
2. Know how to build good relationships quickly and easily with challenging patients.
3. Understand how to diffuse a heated emotional exchange.
4. Be able to develop a 'win win' experience with patients.