

## Successfully Handling Patient Complaints & Increasing Personal Confidence

Lecturers:

Mr Anthony Asquith  
Mr John Moore

Date and Venue:

Monday 13 June 2011  
The Alverton Manor Hotel

Course Organiser:

Carrie Bradburn, Postgraduate Tutor

### PROGRAMME

<b>09.00</b>	<b>Registration &amp; Tea/Coffee</b>
09.30	Dental practices with few or no complaints and historically don't get sued..... What principles are they working with? How do you and your team compare? What changes might you consider in your daily methods of operation?
<b>11.15</b>	<b>Tea/Coffee</b>
11.35	Proactive Risk Management. Balancing the odds in your favour! Understanding the predisposing and precipitating factors as to why people take things further against you.
<b>12.40</b>	<b>Lunch</b>
13.30	Understanding the complaints procedures you need to follow. Strategies for working towards solutions. Spotting the body language of underlying anger, disgust and dissatisfaction and what to do to avoid escalations.
<b>15.00</b>	<b>Tea/Coffee</b>
15.15	Handling yourself when complaints occur to remain confident and in control of the situation.
<b>16.30</b>	<b>Close</b>

**Aim:** To increase personal confidence when dealing with patient complaints

**Objectives:** By the end of the course delegates should have knowledge of:-

Strategies for handling complaints effectively  
Proactive risk management to avoid complaints  
Predisposing and precipitating factors  
Body language of dissatisfaction