

# Complaints Handling



Wednesday 2<sup>nd</sup> March 2011  
Futures Inn  
Bristol

## 1.00. Registration & Sandwich Lunch

1.45. Presentation by Simon Tucker - a partner and director at Medenta with responsibility for finance, marketing and all matters IT

Interactive session exploring how to reduce the number of complaints through improving your communication with patients and staff.



Refreshments will be provided mid session

4.45 Close