

# The NHS Complaints Procedure – Understanding Regulations and Good Practice

Date and venue:

**Wednesday, 21<sup>st</sup> March, 2012**  
**The Alverton Manor Hotel, Truro**  
**2pm – 5pm**

Course Organiser:

Carrie Bradburn, Dental Postgraduate Tutor

Course Lecturers:

**Gerry Butler – Dental Practice Advisor, CIOS PCT**  
**Drew Wallbank – Complaints Manager, CIOS PCT**  
**Janet Hart – Patient Advice and Liaison Service, CIOS PCT**

## Programme

<b>13.30- 14.00</b>	<b>Tea/Coffee and Registration</b>
14.00- 15.15	Introduction The legal and regulatory framework The Complaints Procedure Good practice The role of PALS and ICAS
<b>15.15 -15.45</b>	<b>Tea/Coffee</b>
15.45-17.00	Good practice in action: Applying your knowledge How to turn a negative situation into a positive outcome
<b>17.00</b>	<b>Close</b>

**Aim:** To have a working knowledge of the NHS Complaints Regulations.

**Objectives:** By the end of the afternoon it is anticipated that participants would understand:

- CQC expectations
- Their duty under the NHS Constitution
- How to achieve local resolution
- How to turn a negative situation into a positive outcome