

SW13-07-05-2

## **Complaints - A Team Approach**

Education Centre, Level 5  
Salisbury District Hospital

**5<sup>th</sup> July 2013**

Course Organiser:  
**Dr Mike Attenborough**

Course Lecturer:  
**John L Makin. Dento-legal Adviser DDU**

### **Programme**

13.15-13.30	Registration
13.30-14.45	Complaints - an overview. Common complaints, avoidance and management
14.45-15.00	Tea
15.00-16.15	You show me yours.... Sharing best practise and new ideas. A practical team workshop

### **Aims**

- ❖ To provide an overview the complaints process
- ❖ To highlight the need for all team members to be involved in the process
- ❖ To improve individual and collective awareness of roles and protocols within each practice team
- ❖ To highlight the importance of risk management and reflective learning in limiting complaints

### **Objectives**

- ❖ An improved awareness of the statutory and professional requirements in respect of complaints
- ❖ Acquainted/reacquainted themselves with their own role in respect of complaints management within their practice team and have an improved awareness of the contribution of others
- ❖ Recognised the necessity for an integrated team approach
- ❖ Shared best practice and innovative ideas with colleagues