

**Manage Complaints – Learn from the Feedback.
(COURSE ID)**

Thursday 10th October 2013 9.30am – 4.30pm

Passage House Hotel

Hackney Lane, Kingsteignton, Newton Abbot, Devon, TQ12 3QH

Course Organiser:

Roger Robinson

Course Lecturers:

Neil Farnworth, Enrich Training and Consultancy

Programme

0900- 09.30	Registration with refreshments
09.30 -11.00	Session 1: see below
11.00 -11.15	Refreshments
11.15-12.45	Session 2: see below
12.45-13.30	Lunch
13.30-14.45	Session 3: see below
14.45-15.00	Refreshments
15.00-16.15	Session 4: see below

Course content:

Morning session:

- What constitutes a complaint and what should we do about it?
- What does a complaints policy look like, do you know where to find yours?
- Designing a complaints policy, with reference to examples from the sector.
- Implementing complaints procedures in practice.
- Learning from complaints – building on the shortest section in the GDC Handbook - 'Principles of complaint handling'
- Building strategies to avoid complaints

Afternoon session:

- Communication skills and complaint handling
- email, telephone and letters: which is the best way to respond?
- Using emotional intelligence to help us to handle complaints, more effectively
- Active listening skills
- Managing patients expectation of the service they will receive.
- Handling conflict
- Defining your services in the provision of care context.