

**Communication and complaints handling  
SW19-07-11-1**

Date and venue:

11<sup>TH</sup> JULY 2019

Holiday Inn Taunton

Somerset

Course Organiser:

Keith George

Course Lecturers:

Adam Porter GDP/Healthcare Interact Ltd

**Programme**

09.30-09.45	Registration
09.45-11.00	Session 1
11.00 -11.15	Coffee
11.15-13.00	Session 2
13.00-14.00	Lunch
14.00-15.00	Session 3
15.00-15.30	Coffee
15.30-16.15	Session 4:Including questions and feedback