

Replying to Complaints Workshop



The aim of this day will be to:

- Ensure delegates are provided with the knowledge & skills necessary to investigate complaints effectively within legal, organisational & best practice requirements.
- Support staff



The content of the day will include:

- Legal & organisational framework & requirements for complaints management & investigation.
- Investigation of: checklist & risk assessment, analysis, plan.
- Interview techniques
- Statements



Speaker: Andrew Newman, Retired Solicitor

Thursday 4th February 2010
9.30am - 4.30pm

Cost: £30.00 (including refreshments & lunch)

Venue: St Nicholas Hospice Care, Bury St Edmunds, IP33 2QY



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for life*

**St Nicholas
Hospice Care**

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To book your place email rachel.brown@stnh.org.uk giving your full name, job title & employer name, address & phone number

Payment by credit/debit card (by phoning 01284 715591) or by cheque (made payable to St Nicholas Hospice). Envelope to be marked Education Department and sent to the above address.