

# 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

**Wednesday 30<sup>th</sup> September**  
**9.30am - 4.30pm**

**Cost: £40.00** (including refreshments & lunch)

Early bird price of **£30.00** for bookings **before 28<sup>th</sup> August**



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

*learning  
for life*

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.

**St Nicholas  
Hospice Care**

A Registered Charity No. 287773

**To book your place** email [rachel.brown@stnh.org.uk](mailto:rachel.brown@stnh.org.uk)  
giving your full name, job title & employer name,  
address & phone number