

A Joint Healthcare Conferences UK &
InPractice Training Course

10% card payments discount*
15% Group booking discount**

Complaints Handling & Response Letters Masterclass

Monday 11 December 2017 De Vere West One Conference Centre, London

The course will be facilitated by:

Kate Hill

Solicitor

InPractice



InPractice



Complaints Handling & Response Letters Masterclass

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This interactive and practical workshop will provide a structured approach to complaints handling and response writing. Delegates will be taken through a methodology that will ensure that all complaints are properly investigated and that responses will stand up to scrutiny. There will be a complaint and letter writing case study during which delegates will receive feedback from the trainer.

All techniques will be tested through role-play based on an actual complaint.

This masterclass will ensure a solid understanding of complaints management:

- Statutory framework
- Clarifying the complaint
- Scoping the complaint
- Investigating the complaint
- Meeting with patients and families
- Provision of response templates
- Apologies and admissions of liability

Programme

- 09.30** Registration, Tea & Coffee
- 10.00** Delegates' experience of handling complaints and undertaking investigations is established
- 10.15** Overview of the statutory framework
- 10.30** Initial response to complaint - case study
- 11.15** Tea & Coffee Break
- 11.30** Meeting with the family/complainant, gathering evidence – case study
- 12.45** Lunch Break
- 13.15** Using Root Cause Analysis to investigate complaints
- 14.45** Tea & Coffee Break
- 15.00** Drafting response letters and apologies Case study
- 16.00** Summary & Close

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Download

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> How to book

Book with credit card and receive a 10% discount*

www.healthcareconferencesuk.co.uk

Fax the booking form to
0208 181 6491

Post this form to Healthcare Conferences UK
8 Wilson Drive, Ottershaw, Surrey, KT16 0NT

> Your Details (please complete a new form for each delegate. Photocopies are acceptable)

Dr Mr Mrs Ms (Please Circle)

First Name

Surname

Job Title

Department

Organisation

Address

Postcode

Telephone

Fax

Email

Please write your address clearly as confirmation will be sent by email, if you prefer confirmation by post please tick this box, Please also ensure you complete your full postal address details for our records.

Please specify any special dietary or access requirements

This form must be signed by the delegate or an authorised person before we can accept the booking

(By signing this form you are accepting the terms and conditions below)

Name

Signature

Date

> Payment

By Cheque A cheque for _____ is enclosed

Please make Cheques Payable to: Healthcare Conferences UK Ltd.

By Invoice Please send an invoice to

Name

Organisation

Address

Postcode

PURCHASE ORDER NUMBER
(If Applicable)

Please note if you are requesting an invoice many NHS organisations now require a Purchase Order Number to be provided. If you do not provide this number this may slow down the processing of this delegate place.

By B A C S

For Payments in £: Sort Code 40-46-22 Account No. 21553690

- Please send your BACS remittance form as confirmation of payment
- Your BACS Reference

By credit card Please debit my Visa/Mastercard/Switch **All sections must be completed**

Cardholder's Name

Card No.

Valid From Expiry Date

Issue No. (switch only)

You will be contacted during the processing of your booking to confirm the payment card security code. (this is the last three digits of the number printed on the back of your card)

Signature

Card billing address

Promotional Code

For more information contact Healthcare Conferences UK on **01932 429933** or email jayne@hc-uk.org.uk

Venue

De Vere West One, 9-10 Portland Place, London, W1B 1PR. A map of the venue will be sent with confirmation of your booking.

Date

Monday 11 December 2017

Conference Fee

- £395 + VAT (£474.00) for NHS, Social care, private healthcare organisations and universities.
- £549.00 + VAT (£658.80) for Commercial organisations

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

*Credit card Discount

10% discount when you book via credit or debit card. This offer is exclusive to card bookings and cannot be used in conjunction with any other Healthcare Conferences UK offer.

**Group Rates

A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

Terms & Conditions

A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

Accommodation

On confirmation of your booking you will receive information for booking accommodation should you require it.

Confirmation of Booking

All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

Credits

CPD Certified. Recognised by the Good Governance Institute. Conference Producer is a member of the British Association for Professional Conference Organisers.



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