

# AVOIDING AND HANDLING COMPLAINTS

For Practice Staff and Managers

## Overview:

Complaints are an integral part of any role that involves direct customer contact and handling them appropriately is a skill that needs to be learnt and mastered. The failure to deal appropriately with an initial, small complaint can cause it to blow out of proportion and create unnecessary distress for both staff and patients.

Complaints can be an invaluable source of constructive feedback. They present you with an opportunity to identify specific problems with your products or services. By embracing complaints, they can be used to develop your relationship with the patient. It allows you an opportunity to demonstrate their value by taking their concerns seriously and ensuring their encounter with the practice is always a positive one.

Frontline staff can be empowered to manage complaints as they arise and prevent them escalating which can lead to increased satisfaction for both your staff and your customers.

## Who should attend?

This seminar is ideal for any front line staff who deal with patients and other external customers either face to face or on the phone.



## How will this course benefit you?

This session will enable your staff to feel more confident when dealing with complaints and dissatisfied patients and improve patient satisfaction and customer service by understanding their customers and their expectations.

## Course Aims:

By the end of this session, delegates will be able to;

- Understand the importance of dealing with complaints and dissatisfied patients appropriately
- Demonstrate suitable techniques for handling complaints
- Recognise their role in dealing with formal and informal complaints

**Note:** This is an interactive seminar that is suitable for both small and large groups of delegates .

## Course

### Duration:

Half-day seminar



## Contact Details:

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Agenda's mainly apply to off-the-shelf seminar sessions - for on-site training all topics are tailored entirely to meet the needs of your practice.

For information on dates & costs, or for any further information please contact us.