

TRAINING SOLUTIONS

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Managing Complaints

COURSE OVERVIEW

To gain appropriate knowledge and skills to prepare and contribute towards the procedure of managing complaints.

COURSE CONTENT

- ✓ To recognise and discriminate the difference between a formal and informal complaint
- ✓ To be clear about the importance of process recording when dealing with complaints
- ✓ To keep the complainant safe if necessary and protect the subject of the complaint from further allegations
- ✓ To inform all the appropriate bodies when necessary
- ✓ To keep the complainant fully informed about the process and progress of the investigative procedure

CERTIFICATION

Attendance Certificate

WHO SHOULD ATTEND:

Registered Managers, Senior Residential Childcare Workers, Social Workers and other Managers.

TRAINING SOLUTIONS
North West

Company Reg no - 6254466