

Who should attend this one day course

Managers and front line staff in any care or support setting who handle service user complaints

Introducing Faiers Training

Faiers Training uses over thirty years of experience in the care & support sector to deliver training that is both professional & practical. Rather than deliver generic off the shelf courses, Faiers Training works closely with your organisation to ensure the course reinforces your own policies & procedures.

COURSE OVERVIEW

The morning looks at defining complaints, recognising their value, place within client involvement and empowerment agendas and the mechanics of using internal and external stages within a complaints procedure. The afternoon is a practical “hands on” step by step walk through handling simple and complex complaints effectively. Participants leave understanding the positive contribution of customer feedback and with increased confidence in handling complaints.

COURSE CONTENTS

- **Understanding complaints** - what is a complaint, why are they valuable, vexatious & repetitious complaints & what requires a response but not as a complaint
- **Positive & Negatives Experiences of Complaining** - what has made the experience good or bad for us and how can we apply those lessons
- **Creating a level playing field** - supporting all service users including vulnerable clients to raise concerns in user friendly ways
- **Combining Complaints, Compliments & Queries**
- **Complaints procedures** - the three stages, important features, do's and don'ts at each stage, recording and monitoring
- **Creating a Learning Culture** - banishing a blame culture
- **Winning Service Users over** - by valuing them and their comments
- **Effective Complaints Handling** - Practical step by step guide

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The logo for Faiers Training, featuring the word "Faiers" in a large, red, serif font with a horizontal line underneath it, and the word "training" in a smaller, red, sans-serif font below the line.