



# Effective Complaints Management

## One Day

### **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 five 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 Content**

- **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

**Faiers**  
**training**

Contact: Nigel Faiers Tel: 07986 837463 Email: [admin@faierstraining.co.uk](mailto:admin@faierstraining.co.uk)

Website: [www.faierstraining.co.uk](http://www.faierstraining.co.uk)