



Introduction to Handling Complaints for Admin Staff

Duration	½-day
Who for	Admin staff
Aims and complaints Objectives	The session is designed to provide an introduction to handling in a fun and interactive way using “Complaints Made Easy”.
Learning Outcomes	<p>At the end of the session participants should:</p> <ul style="list-style-type: none">• Understand the basis of the complaints procedure• Have a better understanding of what a complaint is• Understand how the complaints procedure works• Be clearer on roles and responsibilities of all involved• Have confidence when being involved in complaints• Know where to get more information and support
Facilitator	Ann Kitto
To apply	please send a completed application form to Professional Development Unit (CSS), 1 st floor, Kroner House, Eurogate Business Park, Ashford, TN24 8XU. Telephone bookings are not accepted.