



## Letter Writing for Stage 1 Complaints

<b>Time</b>	9.30am to 4.30pm (registration from 9am)
<b>Duration</b>	1-day
<b>Who for</b>	This 1-day training is aimed at practitioners at Team Leader level and above who are called upon to draft replies to complaints registered at stage 1 of the Children's Social Services complaints procedure.
<b>Aims and Objectives</b>	<p>At the end of this workshop participants will have:</p> <ul style="list-style-type: none"><li>Reviewed their understanding of the Children's Social Services complaints procedure and their role in it.</li><li>Practiced writing reader-centred letters which have a high impact and clear sense of purpose.</li><li>Reviewed the importance of appropriate tone and style in gaining a positive response.</li><li>Practiced giving "bad news" and saying "no" in ways which minimize a negative reader reaction.</li><li>Through practical exercises, discovered the benefits of using Plain English.</li></ul>
<b>Content</b>	This will be an interactive and practical day with plenty of opportunity to share problems, raise any issues you may have relating to complaints handling, and to learn skills and techniques to help you resolve your team's complaints at an early stage.
<b>Facilitator</b>	<b>Trisha Skilton</b>
<b>To apply</b>	please send a completed application form to Professional Development Unit (CSS), 1 <sup>st</sup> floor, Kroner House, Eurogate Business Park, Ashford, TN24 8XU. Telephone bookings are <b>not</b> accepted.