

EFFECTIVE COMPLAINTS MANAGEMENT

Who Is The Course For?

- Managers and front line staff working with vulnerable adults or young people in any care or support setting
- People working in services registered with the Commission for Social Care Inspection or in receipt of Supporting People funding
- Also Local Authorities, RSLs and other organisations considering the BSI complaints management system award

Why Choose Faiers Training?

- Faiers Training uses eighteen 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 tailor the course to your service. Faiers Training can reinforce your existing policy on handling complaints or equally support organisations wishing to introduce new systems for effective handling of complaints.

COURSE OBJECTIVES

- To assist staff and organisations to value complaints as a source of free market research and to recognise the importance of having a learning culture as opposed to a blame culture
- To provide a practical step by step guide for handling complaints effectively

COURSE CONTENTS

- **Positive & Negatives Experiences of Complaining** – what has made the experience good or bad for us and how can we apply those lessons
- **Making it easy to Complain** - Supporting all service users including vulnerable clients to raise concerns in user friendly ways
- **Effective Complaints Handling** – Practical guide to handling complaints
- **Combining Complaints, Compliments & Queries**
- **Creating a Learning Culture** and banishing a blame culture
- **Winning Service Users over** by valuing them and their comments

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