



IMPROVEMENT THROUGH INVESTIGATION

## Complaints handling training course

Handling complaints is never easy. This interactive half-day course helps organisations to improve the way that they respond to complaints. The session looks at how best to meet the needs of those complaining, but also at how the organisation can get the most out of the information that complaints provide.

The course focusses on a practical approach - making sure that participants fully understand the organisation's own complaints policy and taking them through practical examples to discover which approaches work best. It is run by an experienced practitioner who has advised numerous organisations on optimising their complaints processes.

The course covers:

- Practical skills for responding to complaints
- National standards and best practice in handling complaints
- The benefits of getting complaints handling right
- What can go wrong if complaints are handled badly

Learning points include:

- Developing a positive mind-set in responding to complaints
- Thinking through what works and what doesn't work
- Understanding the importance of seeing the complainant's point of view

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