



Tooth Fairies

## **Conflict Resolution and Complaint Handling**

### **Course Aim**

To raise awareness of potential situations where conflict may arise and to give confidence in handling situations where conflict has arisen.

To help give patients who make a complaint a helpful response at the appropriate time

**Objectives:** - By the end of the training delegates will: -

- Understand how to deal, easily, face to face, with a complaining customer
- Be able to stay calm and find the best resolution to a complaint
- Know how to feel OK about and learn from complaints
- Start to develop an effective protocol for dealing with complaints

### **Course structure**

This course provides **3** hours of verifiable CPD. The course will comprise of group and individual work supported by our tutors

*Certificates will be issued on successful completion*