

# Best Practice in Complaint Handling for Healthcare Professionals



A one-day course designed specifically for healthcare staff who are required to investigate and manage complaints in the healthcare setting.

The course will aim to distil the knowledge, competencies and skills required to handle complaints in accordance with best practice principles.

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## Course Outline

This is a highly intensive and practical training day assisting delegates in understanding what is required in managing complaints properly. They will consider all stages involved in managing complaints from taking the complaint to liaising with relevant staff, investigating the complaint, conversing and running meetings with the complainant, taking proper notes and liaising with their legal team as and when necessary.

Delegates will experience running a mock meeting whilst learning how to make a full and proper record of the meeting which they can stand over.

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## Key Learning Points

- *Identifying the participants' needs from the course*
- *Understanding the implications of your Complaints Policy in practice*
- *Responding to complaints*
- *Identifying what initial steps to take - who to talk to, what to document*
- *Interviewing key staff members - do's and don'ts*
- *Questioning Skills*
- *Handling people's emotional responses to complaints*
- *Effective preparation for meetings*
- *Facilitation & negotiation skills*
- *How to handle the presence of lawyers at meetings*
- *How to handle the unexpected*
- *Effectively minuting the meeting*
- *The legal environment*
- *How a legal claim is brought*
- *Time frames for bringing a legal claim*
- *Implications of the Freedom of Information Act*

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## About La Touche Training

La Touche Training is Ireland's leading legal training company. We provide practical legal training courses for professionals whose role involves interaction with the Irish legal system.

Our course designers and team of lawyers have unparalleled experience in providing high quality training that is tailored to your exact requirements. Since beginning our specialised programme in 1995 over 80,000 delegates have attended our high quality and innovative training programmes. Clients' feedback is testimony to the success of our courses.

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## Course Logistics

La Touche Training regularly delivers this training in-house for organisations throughout the country.

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Please call Susie Shine at **01 879 2106** or email **[sshine@latouchetraining.ie](mailto:sshine@latouchetraining.ie)** to book or discuss training