

Complaints Management



You are invited to a half day seminar being conducted in Shepparton which will cover the following areas:

- * **Why People complain**
- * **Managing difficult situations and angry people**
- * **Systems to address the complaint**
- * **Using the complaint to improve quality**

Who should attend	Anyone who ever receives complaints, however big or small, in any health service, and is interested in strategies for dealing with these effectively
Date	Monday 24 th May 2010
Time	9am Registration (light refreshments) 9.30am – 1pm (Lunch)
Presentations by	Caroline Rose Consumer Advocate, Royal Women's Hospital. Gail Benson Patient Advocate, Barwon Health.
Venue	Elsie Jones Education Centre Goulburn Valley Health Graham Street Shepparton
Cost	\$45.00 pp includes morning tea and lunch
RSVP & Enquiries	18 th May 2010 Jan Phillips (03) 58322258 Jan.phillips@gvhealth.org.au

This workshop can be used as 2.5hrs towards your continuing professional development.

Health Service Liaison Association
www.hsla.com.au

TAX INVOICE & REGISTRATION FORM

Session/Course: **Complaints Management**

Date: 24th May 2010

Participant: _____

Organisation: _____

Email: _____

Payment Options

Electronic Funds Transfer (EFT/Post)

Account Name:

HSLA

BSB : 063349

Account Number : 10022284

or

Cheque made payable to:

HSLA

And sent to

Level 30

570 Bourke Street

Melbourne 3000



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