



WED 6TH MARCH WELCOMING FEEDBACK

Managing Complaints Effectively

The session will consider how to manage complaints effectively, think about promoting feedback and positive engagement from adults and empowering people to share their views. The event will also include a section from CQC and what their inspectors would consider good practice.

The session will include presentations about:

- Handling complaints well
- Gaining Feedback as Routine Practice – what will CQC look for?
- Case example of good practice from a provider

There will also be a resource pack to take away.

Book using this [link](http://sites.southglos.gov.uk/safeguarding/adults/) or by visiting <http://sites.southglos.gov.uk/safeguarding/adults/>

**South
Gloucestershire
Safeguarding**

**Free Workshop for
Care Providers**

10.30 - 12.30

[Book Here](#)

VENUE

Greenfield Centre
Park Avenue
Winterbourne
BS36 1NJ

For further details contact
SGSAB 01454 863136

