

## **Complaints Training for Social Care Providers**

**Designed for:** Registered managers, personnel staff, senior care staff responsible for handling complaints

**Course aim:** During this session, care providers will be supported to look at complaints not as a criticism of their services, but as an opportunity for service improvement - to enable culture change and remove the stigma that surrounds complaints by exploring complaints in an appreciative way. Care providers will be supported to update their own complaints policies, procedures and practice as part of the morning's activities.

### **What's included?**

- Appreciative inquiry: making complaints, the impact of personal feelings on our actions, resulting changes to practice;
- Legislation and policies: providers will be supported to update their policies in line with current legislation, improve their practice and local resolution stages and also improve their letter writing skills;
- Group discussions: how do we respond to complaints? Sharing learning from complaints. Linking complaints to the National Outcomes Framework – how can we enable people to achieve their outcomes by responding positively to complaints