

complaint handling for better services

Complaints can bring many benefits to local authorities and organisations in the independent and charity sectors alike. The views of service users can lead directly to improved practice, policy and procedure but there can be significant costs unless the process is properly managed. The financial costs can be measured but it is difficult to assess the impact on the morale of both staff and service users.

The implementation of new legislation for local authorities will subject their arrangements to even higher standards of scrutiny and they will need to respond by developing more robust arrangements for informal resolution and local investigation.

Our courses aim to improve complaint handling at all levels. We draw on research and reports by the Government, the Ombudsman and others to provide a framework for effective complaint handling. Each course is built around a case study to enable managers to gain practical experience.

We offer courses in:

responding to complaints

A one-day course aiming to improve complaint handling when complaints are first presented to managers. The course examines the complainant's expectations as the focus for local resolution and emphasises the need to support staff through the procedure to promote a culture of learning from complaints. The case study and other exercises highlight important points of complaint handling and provide a practical guide to correspondence.

building skills in complaints investigation

Complaint investigation is the cornerstone of the social services complaints procedure. We can provide both one and two-day courses providing a structure for investigation using an extended case study and exercises to underline the need for careful planning and preparation.

We also give detailed guidance on producing an investigation report. The course is aimed at managers but it will also benefit Independent Investigators and Independent Persons taking part in Children Act complaints.

These training courses will pass on the skills developed through extensive practical experience of complaint resolution, investigation and reviews. Our key aim is to help build the positive approach that is central to effective complaint handling. Our trainers have a wealth of experience in investigations, evaluation and analysis. They have acted as consultants for local authorities and major children's charities in England and Wales including investigations, panel chairing and training and are members or chair of various judicial panels, tribunals and courts.

By the end of the course, participants should be able to:

- Outline the stages of the social care complaints procedures
- Describe the roles and relationships of those involved in the complaints investigation process
- Conduct effective interview with complainants and staff
- Identify relevant sources of information
- Carry out a structured evaluation process
- Reach findings based on evidence
- Recommend appropriate remedies

further details of bespoke courses, previous clients and references can be provided upon request.

What people say about the training:

“Working through practical cases brought the issues clearly through”

“I feel more confident to undertake complaints”

“Really enjoyable and useful training”

“Very well presented, brilliant knowledge of trainers”

“Very enjoyable two days – I learned a lot”

“What a fab course”

“Very good training, delivered excellently”