

# **Developing Robust Procedures for Handling Complaints and Dealing Effectively with Confrontation and Challenge**

This half day course will establish a clear understanding of the expectations of The Care Quality Commission when assessing an organisation's procedures for handling complaints and expressions of concern

Participants will have the opportunity to reflect on the extent to which existing procedures and practices will ensure compliance with Regulation 16 of The Health and Social Care Act

Challenge, conflict and confrontation will be acknowledged as necessary, inevitable and useful

We will identify and examine strategies regularly used to handle (or avoid) challenge and consider how these strategies have evolved as well as assessing their effectiveness

The course will include group reflection and interactive exercises aimed at developing confidence and shared professional standards

## **Aims**

- To develop confident and responsible strategies for receiving and acting on complaints and expressions of concern
- To ensure a person-centred approach to service provision

## **Learning Outcomes**

To be able to

- Recognize and promote awareness of the need to challenge and confront
- Understand the regular consequences of avoiding confrontation
- Know how to meet with the requirements of CQC regulations
- Establish/maintain robust procedures for handling complaints and expressions of concern

## **Programme**

- Domestics, Aims and Learning Outcomes, Groundrules, Introductions
- What winds you up? What kind of response are you looking for?
- Complaining assertively
- Challenge/Confrontation/Conflict
- Avoiding Confrontation – the reasons – the cost
- The Legend of Melburn McBroom – Emotional Intelligence
- Receiving and Acting on Complaints – Health and Social Care Act Regulation 16
- Care Quality Commission – Approach to Regulation
- A User- led Vision for Raising Concerns and Complaints
- Before an Inspection
- Beyond Inspection – Pilot Lay Visiting Services
- Duty of Candour
- Staff Concerns
- Publishing and Promoting Awareness of your Procedure
- Resolving Complaints
- Celebrating Best Practice
- Useful Links and Resources
- Close

**For session costs and to book this session please contact Jackie at**

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