



CPD4dentalnurses

YOUR FUTURE IN YOUR HANDS

Continuing Professional Development

This is to certify that

Dental Certificate (GDC No. 000)

has completed 1 hour(s) of verifiable CPD

COMPLAINTS HANDLING: RESPONSIBILITIES AND REDUCING THE RISK USING THE SIX CORE PRINCIPLES

27/Mar/2022

Aims:

To provide an understanding of how to reduce the risk of complaints in the dental surgery and to introduce the General Dental Council's six core universal principles of best practice in handling complaints.

Objectives:

Identify the meaning of a complaint; know the General Dental Council's six core universal principles for best practice in handling complaints; identify the current regulations regarding complaints; recognise potential causes of patient dissatisfaction and what outcomes a complainant may be looking for; identify some of the complaints made to the Dental Complaints Service during the COVID-19 Pandemic; identify the responsibility of the dental professional in handling complaints; recognise measures that can be taken to reduce the risk of complaints; demonstrate knowledge of good practice in basic communication skills; identify the key aspects of a clear and effective complaints procedure; identify where to send patients for help and advice regarding NHS and private complaints if a satisfactory solution cannot be reached within the dental practice; and, pass an on line assessment.

Learning Content:

Completion of this verifiable CPD article will update your knowledge on Complaints Handling and will introduce you to the 6 core principles of best practice relating to the handling of complaints. Update published January 2022. Next review January 2023.

Development outcomes:

This CPD course meets the criteria for the GDC's development outcome A

We confirm that the information provided on this certificate is full and accurate

**This CPD is subject to quality assurance by
Sue Bagnall BSc (hons) RDH, Nicky Gough BSc (hons) RDH**