



CPD4dentalnurses

YOUR FUTURE IN YOUR HANDS

Continuing Professional Development

This is to certify that

Susan Bagnall (GDC No: 00000)

has completed 1 hour of verifiable CPD

Complaints Handling in Dental Practice

on

Date: 00/00/0000

Aims:

To provide an understanding of how to reduce the risk of complaints in the dental surgery and how to manage complaints should they arise.

Objectives:

Identify the meaning of a complaint; Identify the current regulations regarding complaints; identify the responsibility of the dental professional in handling complaints; recognise why patients may complain and measures that can be taken to reduce the risk of complaints; demonstrate knowledge of good practice in 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, complete an on-line assessment, scoring over 70%.

Learning Content:

Completion of this verifiable CPD article will enable you to understand how to reduce the risk of complaints in the dental surgery and how to manage complaints should they arise.

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