



**BOOK  
NOW**



**LECTURE**

## Complaints Handling Lecture - Dental Protection

Nobody likes to receive complaints but our ability to respond to them constructively, and to learn any lessons that they provide for us, goes to the very heart of professionalism. However good you and your team are you will occasionally receive complaints. Research shows that where a complaint is handled well, then the loyalty of that patient is often strengthened. A complaint handled professionally can actually be a practice builder. This essential session describes the key steps to help you to transform complaints from a threat into an opportunity.

### LEARNING OBJECTIVES:

By the end of the workshop delegates will have an understanding of professional complaints handling and be able to select the appropriate management techniques and be able to implement the relevant strategies in the practice setting.

**Dr Adrian Millen** BDS DPDS, Dentolegal Advisor, Dental Protection

Adrian runs a private practice in Letterkenny, Co Donegal and also works for the Educational Faculty of Dental Protection delivering workshops.

#### HALF-DAY COURSE

Saturday, September 17  
2.30pm - 3.30pm

1 Risk Credit.

#### PRICE

€35 (IDA Member) and  
IDA team members go FREE

€70 for non-IDA members and  
€70 non-IDA team members

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**FRIDAY AND SATURDAY, SEPTEMBER 16-17, 2016  
CITYWEST HOTEL, DUBLIN**