



Complaints Handling in Health and Social Care

Complaints Handling in Health and Social Care -
Online Training Course - CPDUK Accredited



Corporate
Member

The CPD Certification Service



OVERVIEW

Welcome to The Mandatory Training Group's online Complaints Handling in Health and Social Care training course for front-line healthcare and social care providers. All our online training courses, programmes and qualifications are accredited by the CPD Certification Service (CPDUK).

This course covers complaints handling in health and social care settings. Although most people have no problems when using health or social care services, sometimes things can go wrong.

If patients or service users are unhappy with the care or treatment they have received, they have the right to:

- Make a complaint,
- Have that complaint investigated, and
- Be given a full and prompt reply.

Complaints Handling in Health and Social Care - E-Learning Course - CPDUK Accredited

- Study method – Online, self-paced
- Estimated duration (Indicative CPD hours) – 1 hour
- Course format – Online (24/7 access)
- Entry requirements – no prerequisites required
- Assessment type – Complete end of course assessment (80% needed to pass and gain CPD certificate)
- Certification/Qualification – Downloadable CPD certificate
- Cost(s) of assessment and certification – Assessment and certification costs included in the course price
- Course accreditation – CPD Certification Service (CPDUK)
- Course access – Part-time (1-year access)
- Course delivery – via desktop PC/MAC, laptops, tablets or smartphones.

Who is the course for?

This online Complaints Handling in Health and Social Care training course should be completed by those who work in health and social care services including:

- NHS medical, nursing, AHP and care staff,
- Locum doctors and nurses,
- Locum allied health professionals (AHPs),
- Agency nurses,
- Agency workers,
- Healthcare assistants,
- Support workers,
- Care assistants, and
- Community services.

Course aims

The aims and objectives of this online Complaints Handling in Health and Social Care training course are to improve learners' understanding of how to handle complaints in health and social care settings

Learning outcomes

On completion of this online Complaints Handling in Health and Social Care training course, the learner will know more about:

- The fundamental principles of complaints handling,
- Why it is important to handle complaints effectively,
- Understand why people complain,
- Understand why it is essential to understand customer needs when they complain,
- Steps for handling customer complaints,
- How to handle patient/service user complaints,
- Strategies for service recovery (following a complaint),
- How to handle difficult customers, and
- How to handle patient/service user feedback.

Course content

This online Complaints Handling in Health and Social Care training course covers the following:

- An introduction to the critical principles of complaints handling,
- Why it is important to handle complaints effectively,
- Defining a complaint,
- Understanding why people complain,
- Identifying a complaint as a gift,
- Why it is essential to understand customer needs when they complain,
- Steps for handling customer complaints,
- Understanding customer characteristics,
- How to handle patient/service user complaints,
- Critical steps to handling complaints successfully,
- Why it is essential to understand what your customers/service users think,
- Strategies for service recovery (following a complaint),
- Some vital statistics relating to healthcare and social care complaints,
- How to handle difficult customers,
- How to handle patient/service user feedback,
- What happens if the complainant is unhappy?
- How to make a complaint (NHS and other services), and
- How to complain about adult social care services

Why is Complaints Handling in Health and Social Care essential?

Staff should be aware that complaints are a top priority issue in your business; anyone who deals with them must have sufficient authority to resolve them completely.

Complaint handling training teaches the process and methodology needed to create effective customer complaints handling procedure to improve customer care, satisfaction and complaint resolution rates. Although no one likes being criticised, customer complaints provide an opportunity to identify and rectify specific problems in your business. They can also help you to develop your relationship with your customer by allowing you to demonstrate that you value their trade by taking their concerns seriously.

[Click Here to Buy this Course](#)



Mandatory Training Group

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Learn. Develop. Comply

HOW IT WORKS?

Instant Access

- Gain instant access to your course(s) upon purchasing through our website
- Login credentials are sent immediately to the customer to the email address provided during the checkout process
- We also advise all customers to check their spam and junk mail folders in case your mail server has diverted the email there

Online Support 24/7

- Customer service teams interact with clients through email and live chat support.

Refund policy

- To request a refund, you should email our support team with your receipt stating why you would like to be reimbursed.
- You, or your learners, must not complete the training to make a valid refund claim.
- Any courses that have been completed and those with certificates achieved will not be valid for a refund.

Learn Anytime, Anywhere, On Any Device

- Learn at your own pace, at a time and place convenient to your circumstances
- Individual learners can access their course material(s) 24/7 for 365 days from the date of purchase
- In the case of organisations that order multiple licences for future use, the countdown will start when learners are allocated to the training course(s)

Assessment and Certification

- Unlimited attempts to complete end of course assessments
- On successful completion, download, print/save quality-assured CPD certificate

100% Money Back Guarantee

- We want you to be completely satisfied with your training. We offer a 14-day money-back guarantee if you are not 100% satisfied.

[Click Here to Buy this Course](#)

ASSESSMENT AND CERTIFICATION

End of course assessment

At the end of this course, learners are required to complete an online end of course assessment. On successful completion of the assessment (80% pass mark), learners may download a FREE CPD certificate from their profile page.

Certification

On successful completion of this e-learning course and end of course assessment, the learner may download, save and/or print a quality assured CPD certificate (recognised internationally). Our CPD certificate can be used to provide evidence for compliance and audit or Continuing Professional Development (CPD).

Course accreditation

The CPD Certification Service accredits all our online training courses and programmes as conforming to universally accepted Continuous Professional Development (CPD) guidelines. Our online training courses meet the latest guidance and best practice recommendations.



Corporate Member

The CPD Certification Service



CPD CERTIFIED
The CPD Certification Service
Collective Mark

Mandatory Training Group

CPDUK Corporate Membership Number - 11177

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WHY CHOOSE US?

The benefits of using our accredited e-learning courses in the workplace include:

- CPDUK accredited e-learning provider
- Ofqual approved training centre (UK qualifications)
- Internationally recognised CPD and Ofqual approved certificates
- Wide range of courses and qualifications that meet UK legislation and guidelines
- Over 500 online courses and programmes that cover multiple sectors
- Free blended learning environment for individuals and organisations
- Immediate access to online courses and programmes
- Highly interactive e-learning portal
- Substantial cost reductions (no travel fees and other expenses)
- Self-paced online learning
- Low carbon footprint through e-learning
- Repository of online learning materials and assessments
- Fully qualified and experienced trainers, instructors and assessors
- Experienced subject matter experts and content developers
- Conversion of existing classroom courses to e-learning courses
- All training courses meet the latest guidance and best practice recommendations.



Civility in the Workplace Training Course for Global Executives

"YPO is the premier global leadership organisation for more than 28,000 chief executives in over 130 countries and the global platform for them to engage, learn and grow. We approached The Mandatory Training Group to develop an online training programme focusing on improving workplace civility. Their team developed excellent learning materials tailored to our organisational needs. With their support, we rolled out the civility in the workplace training programme to over 300 executives around the world."

Nicolle Billmyre, YPO, Texas, USA



City and Hackney

Clinical Commissioning Group

Counter Fraud, Bribery and Corruption Training for NHS Providers

"NHS City and Hackney Clinical Commissioning Group (CCG) is an NHS organisation led by local GPs. The Mandatory Training Group provided us with tailored courses focussing on tackling fraud, corruption and bribery for all our staff across various sites. The e-learning courses helped us to meet statutory and regulatory requirements".

Harriet Griffiths, NHS City and Hackney CCG, London, UK



Accredited Training Courses, Programmes and Regulated Qualifications

"Reed is the largest platform for jobs, recruitment and courses in the UK. The Mandatory Training Group is one of our most trusted providers of continuing professional development (CPD) programmes and regulated qualifications. They have provided us with a wide range of learning materials ranging from soft skills, personal development, health and safety, among others. These courses help many job seekers to improve their skills and comply with the current UK and European laws".

Mansh Bhatti, Reed Courses, London, UK

“When we set up our business, we were looking for a reliable training provider for the healthcare multi-disciplinary team (MDT). We worked with The Mandatory Training Group to establish our training needs for each group of professionals. Their experience was invaluable, helping us to design new courses and assessments to meet the commissioners' and regulatory requirements”.

Anne Joy, OSD Healthcare, Hemel Hempstead, UK



Healthcare choice for **everyone** **Statutory and Mandatory Training for Healthcare Providers**

“All our senior clinicians were delighted with the delivery of the mandatory training courses. They found the course leaders to be very flexible with allocating more time to certain areas at request. The course contents that LearnPac had designed were tailored to our workforce, which helped them improve their understanding of the subjects. The application of legislative concepts to practice was excellent”.

Sophie Hartley-Jones, OneHealth Group, Sheffield, UK



Online Training and Development for the Public Sector

“We work with various public sector organisations. Statutory and mandatory training is essential for all our placements. We used LearnPac for the blended learning environment they provide for our staff. The online statutory and mandatory training courses adequately meet our regulatory requirements. LearnPac's learning management system enabled us to manage our learners and quickly sort out compliance for our workers. The flexibility of pricing and meeting our needs with the mandatory training was beneficial.”

David Sanchez, Eden Brown Synergy, London, UK



Blended Train the Trainer Courses for Healthcare Providers

“We were looking to provide resuscitation and first aid training for clinical and non-clinical staff internally. The Mandatory Training Group stood out because they provide comprehensive blended learning solutions. Our internal trainers and facilitators were able to complete the theory training and assessments in advance. The practical sessions were packed with meaningful activities throughout the day. The lead trainers also helped us to complete training needs assessments”.

Kate McLoughlin, Nuffield Health, Bournemouth, UK

[Click Here to Buy this Course](#)

LEARN. DEVELOP. COMPLY.

The Mandatory Training Group is the leading UK provider of accredited statutory and mandatory training courses for all sectors, including health and social care, education, local government, private and charity sectors.

We have supported over one million learners to reach their potential through e-learning courses and qualifications using our interactive online learning portal.

WEBSITE

[The Mandatory Training Group - Online Training Courses](#)

WORKING HOURS

Mon - Fri / 9:00AM - 5:00PM

Online Training Courses, Programmes & Qualifications

The Mandatory Training is the leading UK provider of accredited online courses, programmes and qualifications in the following categories:

1. Business and Entrepreneurship
2. Health and Safety
3. Health and Social Care
4. IT and Cyber Security
5. Leadership and Management
6. Mental Health Awareness
7. Microsoft Office
8. Personal and Professional Development
9. Statutory and Mandatory Training
10. Soft Skills Development