



Professional Training in Complaints Handling and Investigations

A range of one-day courses designed to equip personnel with the essential skills and knowledge to undertake complaints investigations to best practice standards.

About Bond Solon

Bond Solon is the UK's leading provider of Complaints handling courses. Over the past 30 years over 250,000 delegates have attended our training programmes. We work with a broad range of public and commercial organisations, providing skills and knowledge-based training that gives employees the confidence and competencies to work to best practice standards. Bond Solon delivers training throughout the UK and worldwide.

Why Undertake Complaints Handling And Investigation

For any organisation it is essential that the handling of a complaint, any subsequent investigation and reporting of findings and recommendations are carried out professionally and to best practice standards. Often staff tasked with undertaking a complaints investigation on behalf of their organisation have had little or no formal recognised training in this area.

Failure to respond to a complaint properly and justify decisions can have considerable consequences for an organisation including adverse media attention, additional costs and the complaint being escalated. Conversely, a proactive and well-structured complaints process increases the likelihood of early resolution and can provide positive improvement opportunities for the organisation.

Bond Solon has designed a range of one-day courses that will provide delegates with the knowledge and skills to conduct a complaints investigation to best practice standards. Delegates will learn how to establish facts and secure relevant, reliable and credible information to ensure the complaint is handled fairly and robustly without undue escalation.

Professional Training In Complaints Handling And Investigations Will:

- Equip delegates with the necessary skills, knowledge and procedures to carry out a complaints investigation to best practice standards
- Instill confidence in those carrying out complaint investigations
- Reduce costs and create a standardised approach across your organisation
- Help promote early resolution of complaints
- Provide a structured development path for all complaint handlers.



In association with
MANCHESTER
1824
The University of Manchester
Alliance Manchester Business School

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I personally found the training to be excellent - informative, interesting and very relevant. The trainers had an approachable style, moving things along at just the right pace, and making sure that everyone had a chance to participate. Even though I have a lot of experience dealing with complaints, I learnt so much over three worthwhile training days and I would recommend Bond Solon to any organisation that values and acts on customer feedback.

Alistair Cook, Head of Office, Judicial Appointments and Conduct Ombudsman

Who Should Attend The Training?

Our courses have been successfully delivered across the UK to a wide variety of public bodies including central and local government departments, ombudsmen, the NHS and commercial organisations. The courses are suitable for anyone who may be tasked to undertake a complaints investigation including:

- Complaints Investigators, Officers & Caseworkers
- Managers and other staff tasked with undertaking complaints investigations as part of their wider role
- Staff working in a complaints handling capacity for ombudsman schemes and other dedicated complaints handling bodies
- Adjudicators

Can the training lead to a recognised qualification?

Yes. The Professional Training in Complaints handling and Investigations programme is made up of three one day courses. The courses can be run as stand alone training or together over a period of time, leading to nationally recognised qualification awarded by the International Compliance Association (ICA), in association with The Alliance Manchester Business School (AMBS).

Professional Award In Complaints Handling And Investigations.

Delegates who undertake three days of training and successfully complete three postcourse assessments will be eligible for the Professional Award in Complaints Handling and Investigations.

- Process, Procedure and Information Gathering (1 day)
- Questioning and Communication Techniques in Complaints (1 day)
- Responding to Complaints - Letter and Report Writing (1 day)

A Unique Approach In Both The Design And Delivery Of Your Training Needs

For our inhouse courses Bond Solon will work closely with you to ensure the training is tailored to your organisation's specific complaints policies and procedures.

Our training courses blend both theory and practical application. Delegates will acquire the necessary knowledge and then have the opportunity to practically apply the skills on the course, enabling them to 'learn by doing'.

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Quality of care is not just about getting the treatment and care of patients right. It is also about putting things right when mistakes occur. This means handling complaints promptly and sensitively, and carrying out thorough investigations to establish the facts of the case. It also means giving complainants timely and evidencebased responses, ensuring that any failings in care are properly acknowledged and explained.

Listening And Learning (2012), The Parliamentary and Health Ombudsman



Courses

Process, Procedure and Information Gathering

Duration

1 day

Location

**Public Course:
Virtual Classroom**

Cost

£295 + VAT[Book now](#)

The way information and evidence is gathered has a major impact on successful complaints handling, response and resolution. If done correctly, the investigation should help establish the root cause of the complaint and the appropriate way to handle it.

This one-day course is aimed at introducing the delegates to complaints handling and resolution, in terms of principles and practice. It is designed to give them the knowledge, skills and techniques to carry out a complaints investigation to best practice standards.

The course will cover the whole process of planning a complaints investigation and collecting, recording, assessing and evaluating evidence/documentation. It will also define human factors and their potential influence on persons involved throughout the complaints process.

Delegates will learn how to conduct a fair and objective investigation to establish the facts in the case; in doing so enabling them to support their findings and justify their subsequent actions, decisions and recommendations.

Key learning points:

- Delegates will be able to accurately define what a complaint is
- Understand how to plan and conduct a fair proportionate complaints investigation
- Recognising how human factors can influence the complaints process
- Identifying different types of evidence/information
- Being able to research, collect, record and evaluate evidence and documentation from a wide variety of sources to determine the root cause of the complaint and/or reach justifiable conclusions or decisions
- Creating, maintaining and enhancing best practice standards in record keeping

Compulsory module for the Professional Award in Complaints Handling and Investigations.



This course is also run on an in-house basis and can be delivered face to face at your organisation or virtually.

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The trainer had relevant experience and understanding of mental health to apply to the work setting and general use of skills and how to apply them more widely. Excellent training, one of the best courses I have attended. The skills are applicable in so many areas, not just complaints!

Nikki Collins, Psychologist West London Mental Health

Questioning and Communication Techniques

Duration

1 day

Location

**Public Course:
Virtual Classroom**

Cost

£ 295 + VAT[Book now](#)

Staff tasked with conducting a complaints investigation will often need to question a variety of people, including the complainant, a range of witnesses and those who are the subject of the complaint. These interviews will either be conducted face to face, virtually or over the phone. Asking the right questions is crucial in ensuring such interviews are useful to the investigative process and are conducted fairly.

During this one-day course delegates will learn how to identify the issues around the complaint and effectively plan and structure appropriate interviews. They will consider a range of questioning techniques available to them. Delegates will also learn how to appropriately and sensitively handle witnesses who may be angry, upset and confused.

They will also take into consideration the impact of human factors when preparing an interview strategy or communicating with parties involved in the investigation process.

Delegates will take part in role play to gain experience in carrying out effective questioning and fact finding interviews.

Key learning points:

- Planning and preparing a fact-finding interview both face-to-face and over the telephone
- Being able to use different questioning techniques to establish the facts and to obtain all the available evidence
- Structuring interviews by applying the PEACE (planning, preparation, engage and explain, account, closure and evaluation) model and consider other interviewing models
- Evaluating the impact of human factors on the interview process
- Managing challenging behaviours
- Role play to gain experience in fact finding interviews and receive detailed feedback

Compulsory module for the Professional Award in Complaints Handling and Investigations.



This course is also run on an in-house basis and can be delivered face to face at your organisation or virtually.

The training raised my understanding of the Complaints procedure. The trainer's knowledge was excellent. I felt able to approach him and ask extra questions to support my understanding. A really well organised day.

Shirley James, Senior Probation Officer National Probation Service

Responding to Complaints – Letter and Report Writing

Duration

1 day

Location

Public Course:
Virtual Classroom

Cost

£ 295 + VAT

[Book now](#)

Final decision letters and reports produced after a complaints investigation often fail to identify the core issues of the complaint, and also neglect to lay out a coherent and credible basis for the investigation's findings and recommendations. Poor communication at this stage can often lead to unnecessary escalation of complaints.

A good response letter and any subsequent report can prove invaluable for feeding back to both the complainant and the organisation.

During this one-day course delegates will learn how to improve the content, structure and style of the letters and reports they produce through adopting best practice standards.

By reference to model response letters, report formats and use of objective assessment criteria to assess their letter and reports, delegates will improve the quality of the written documentation they produce.

Key learning points:

- Being able to include documentary, witness, interview and other evidence in letters and reports
- How to include the issues identified, facts and source of those facts in the response
- Understand how to use appropriate layout, format and style in letters and reports
- Correctly setting out the findings and analysis for each point of the complaint in the letter and report
- How to write with clarity, objectivity and purpose
- Developing an objective and critical eye in relation to the complaint letter or report

Compulsory module for the Professional Award in Complaints Handling and Investigations.



This course is also run on an in-house basis and can be delivered face to face at your organisation or virtually.

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The Bond Solon training was excellent. The trainer created a safe, encouraging and interactive environment which enabled us to enhance existing knowledge. Particularly useful were the opportunities to review real cases and get constructive feedback from the trainer. I will have no hesitation to recommend Bond Solon to anyone who should ask in the future.

Christine Webb, Modern Matron Older Peoples Mental Health,
Rotherham Doncaster & South Humber NHS Foundation Trust

A selection of our clients...





Bond Solon

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