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### Trainer Information

**Richard Marriot** is a seasoned primary care director/manager, involved in designing, implementing, and delivering NHS operational activities and improvement since 2006. Formally in the military, Richard has a passion for supporting organisations and individuals in their intentions to develop and improve. Currently working in, Greater Manchester, Richard has previously been employed in practice and programme manager positions, delivering programmed change across England and Wales.

In addition to supporting Network for Practices in their delivery of improvement and support across the UK, Richard has also been employed as an Associate Trainer for Thornfield's [FPM] where he delivered the GP Forward View developments as well as Institute for Leadership and Management [ILM] training, conflict and HR training.

### Booking Information

**To book a place/s email**  
[bookings@networkforpractices.co.uk](mailto:bookings@networkforpractices.co.uk)

*Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £45 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.*

# Managing Complaints

**Date:** 11<sup>th</sup> November 2025  
**Times:** 0930-1230  
**Venue:** Microsoft Teams Online Platform

**Places available:** 12

|               |                    |             |
|---------------|--------------------|-------------|
| <b>Fee/s:</b> | <b>NfP Members</b> | <b>£60</b>  |
|               | <b>Non Members</b> | <b>£105</b> |



**This workshop is suitable for Practice Managers, Deputy / Complaints Managers and Partners or anyone with responsibility for complaints in the practice.**

## Introduction

Effective management of a robust complaints process is a key fundamental element of our work to demonstrate transparency, learning and leadership. It is vital therefore that our processes around managing complaints if effective and meets the needs set out by the NHS Complaint Standards: the acceptable standard. Model complaint handling procedure and guidance is the ideal method of managing those key area of governance and will be significant aspects of assessment for the Care Quality Commission or Heath Inspectorate Wales on their inspections of service providers.

This workshop will help providers to build on their current good practice, providing assurance levels and supporting the mapping of an improved consistent approach to complaint handling across the NHS.

## Aims

This short workshop aims to provide each delegate with the knowledge to assess and develop their current complaints processes.

## Learning Outcomes

It is intended that each delegate will, on the completion of this workshop, gain:

- A full assessment of where your current processes are in respect of meeting the recognised standard
- Understanding and support on how the organisation can develop its processes to best meet the standards
- The development of a bespoke, current complains policy with achieving the standards foremost in mind
- An understanding on how best to implement the policies and processes across the practice and patient population.