



Complaint Handling Wednesday 8 January 2025

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| Target Audience | GP, Practice Manager, GPN, Health Care Support Worker, other healthcare professionals and staff who may receive a complaint directly. |
| Time | Start: 10:00 End: 12:30 <i>(allow 10 minutes before the start of the session for registration and AV equipment check)</i> |
| Delivery mode: | Virtual platform – MS Teams |
| Cost | £95 per delegate (inclusive of VAT) for attendees from Londonwide practices . £120 per delegate (inclusive of VAT) for attendees from practices from other areas. |
| Course Overview | Effective processes in managing complaints for General practices. The course will provide an overview of the NHS complaints regulations and CQC requirements. |
| Course Aims | This two and half hour course will examine the following areas: <ul style="list-style-type: none">• what does an effective practice complaints policy consist of• receiving, recognising and investigating a complaint• the purpose of the NHS complaints regulations; undertaking a complaint investigation• CQC regulations for receiving and acting on complaints• the importance of maintaining a complaint record. |
| Learning Outcomes | Delegates will leave with a greater understanding of the NHS complaints management process and how it can be applied consistently and effectively in primary care. |
| Format | Presentation, scenarios, interactive. |
| Presenter(s) | Alan Frame, Risk Adviser, MDDUS |

GP/GPM/GPN event

Booking form: Complaint Handling, Wednesday 8 January 2025



The cost for attendance **per delegate is £95 (including VAT) for attendees from Londonwide practices and £120 (including VAT for attendees from practices from other areas.** Places are limited. In order to hold your reservation please complete the form below and return it via email for the attention of Karen Cooper at Karen.Cooper@lmc.org.uk by Monday 6 January 2025.

Please give the email address of the attendee in order for them to receive any post-course materials and resources. Please complete and save this form before emailing it.

Name: _____

Practice/contact details: _____

Postcode: _____ Email address: _____

Upon receipt of this booking form, you will receive a separate email with bank account details to make your payment via BACS.

Your place will be confirmed upon receipt of payment.

Please tick this box to indicate that you have read our Terms and Conditions

Terms and Conditions

All bookings are subject to the terms and conditions set out below. The person making the booking accepts all terms and conditions as set out herein on behalf of those named. We will use personal data you provide us when booking an event to book the event, and to process payment for the event. We will also share delegates names, professions, practice names and/or practice area with the training provider so that the training can be provided. Further information on Data Protection is in the Data Protection section below. The fee for face to face events includes lunch, refreshments and an electronic copy of the event documentation and is inclusive of VAT. The fee for virtually held events includes an electronic copy of the event documentation and is inclusive of VAT. Most events are booked via the Londonwide LMCs' website and the payment options are payment by card or payment by Bank/electronic Transfer. Payment for the event must be made before the event takes place. Unfortunately, without payment, you or your delegates will not be allowed on the course, and you will still owe the full amount. We will not be able to send joining details for the course until payment has been received.

Cancellations/Substitutions

Cancellations made at least four weeks before the event date will be charged at 10% of the total cost. Cancellations made after four weeks before the event date but at least two weeks before the event date will be charged at 50% of the total cost. Cancellations made after two weeks before the event date will be charged the full total cost. We regret that any cancellation after two weeks before the event date cannot be refunded, and that refunds for failure to attend the event cannot be made. However, you can send a substitute delegate at any time. Cancellations and substitutions must be made in writing to lead@lmc.org.uk.

| Cancellation period | Discount |
|---|--|
| At least four weeks before the event date | 10% of the total cost will be charged |
| At least two weeks before the event date | 50% of the total cost will be charged |
| Less than two weeks before the event date | 100% of the total cost will be charged |

Access Requirements

To help us ensure that all delegates attending/viewing the event are able to participate fully, please let us know about any requirements you have when you complete the booking.

Dietary Requirements

We always provide vegetarian options at our face to face events, but please inform us on the booking if you need us to cater for any other dietary requirements.

Virtual Delivery

Our virtual events are delivered either through Microsoft Teams or via Zoom. We will limit the number of delegates to enable and encourage full participation by the delegates. Please ensure that you have a device (laptop, PC or tablet) that can 'run' MS Teams or Zoom, and that the device has a camera and microphone connected or you can connect a headphone set with microphone.

Respecting Confidentiality

All our training events operate under the Chatham House Rule. Recording or taking photos of the trainer, or delegates is not permitted without prior written consent from all parties present on the course. Course content cannot be copied without our prior written consent. For information on ownership of course content, see the Intellectual Property Rights Section below. If it is planned that the event/webinar will be recorded to be shared with delegates afterwards, delegates will receive prior notification of this and will be asked to confirm if they consent to the recording. If consent is given, any party may request the recording is stopped at any time or

content is deleted up to and including after the course has finished, which must be acted upon immediately. All delegates must ensure that they comply with these requirements.

Data Protection

We do our best to protect and respect your personal data. Londonwide Local Medical Committees Ltd (Z1239475) and Londonwide Enterprise Ltd (Z1965945) are registered as Data Controllers with the Information Commissioner's Office. In order to deliver our services to you, we need to process and store your personal information, which will be done in a secure manner. On occasion we may collect limited information about you indirectly, for example where a colleague has made an event delegate booking on your behalf.

We may share your name with the training providers, speakers or sponsors of an event and if this is the case, you will be informed. We may share names with our landlord, the British Medical Association, if the event is held at our office. We may also share access requirements with the Landlord if an individual PEEP (personal emergency evacuation plan) is required.

If you are not on our membership database, we will contact you to confirm if you are a constituent (a GP or practice staff member working in a practice paying a levy to Londonwide LMCs) and ask if you are a constituent if you would like to be added to the membership database to receive news and details of forthcoming events.

If you are not a constituent and do not wish to receive further communications on future events, please tick the box below.

By ticking this box, I confirm that I do not wish to receive further information on events or services provided by Londonwide LMCs Ltd or its subsidiary Londonwide Enterprise Ltd.

Events may be supported by external companies, including pharmaceutical suppliers. Your name, profession and location area may be shared with these carefully selected exhibitors and sponsors at events.

Further information on how we process personal data can be found in our privacy policy on our website www.lmc.org.uk. If you have questions about how we process your data or if you wish to exercise your rights under data protection legislation, please contact us on governance@lmc.org.uk.

Intellectual Property Rights

Unless we expressly agree otherwise (including in any Proposal accepted by you), we (or our partners) own all intellectual property in any materials we provide or make available to delegates under this agreement. Delegates are not given any rights over that intellectual property except as set out below. Delegates may refer to course materials we provide to them, purely for their own individual purposes (which includes doing their jobs). Delegates are not allowed to copy, share, amend or otherwise use our materials without our express permission.

Event Language: English

Alterations to the advertised event:

It may be necessary for reasons beyond the control of Londonwide Enterprise Ltd to alter the timing of the event, the identity of the speaker, the date or the venue, or the method of delivering the event, but the event objectives will remain the same. In the unlikely event that the scheduled event is cancelled by Londonwide Enterprise Ltd (as opposed to postponed), we will refund you the registration fee, but to the fullest extent permitted by law, we will not be liable to you for any other costs or losses, whether direct or indirect. This does not affect your statutory rights. Londonwide Enterprise Ltd shall not be liable for loss of profit or business damage, whether direct, indirect or consequential, howsoever caused.

Venue policies

Delegates in attendance will be expected to comply at all times with the rules and regulations imposed by the venue and may be removed from the event for failure to do so. Any loss of personal property at

the venue is at your own risk. You may be held liable for any damage you may cause at the venue.

Feedback, Complaints, Comments and Suggestions

If you have any feedback, complaints, comments or suggestions about an event then please contact us in writing to lead@lmc.org.uk. We will acknowledge this within ten working days and agree an appropriate timescale with you in which to respond to your request.

Equality

Londonwide LMCs Ltd and Londonwide Enterprise Ltd is committed to equality for all. Londonwide Enterprise Ltd does not tolerate any form of exclusion, harassment, victimisation, bullying or other unfair discrimination on any grounds including protected characteristics as described in the 2010 Equality Act. All participants (including wider groups of individuals connected to the organisation) are expected to value and respect each other.

The behaviour of non-employed associates of the company will be addressed where they are in breach of this principle and may be subject to the following actions:

- Contractors/speakers/exhibitors may have their contract terminated.
- Course delegates may be removed from their programme
- Venues and their staff – this will be followed up and a review undertaken on whether to use those facilities again.

Force Majeure

Londonwide Enterprise Ltd shall not be liable for any failure to perform its obligations where caused by circumstances beyond its control including for example acts of God, war, riot, explosion (including terrorist attack), abnormal weather, or natural physical disaster, fire, flood, strikes or Government, or Government agency, action or regulations.

VAT Registration

All payments are subject to VAT and Londonwide Enterprise Ltd VAT registration number is 130 1454 66.

General

We may assign or transfer our rights and obligations under this agreement to another entity. You may also assign your rights and obligations under this agreement to another entity if you agree in writing beforehand.

Any variation of this agreement only has effect if it is in writing and signed by you and us (or our respective authorised representatives). If we do not insist that you perform any of your obligations under this agreement, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you or that you do not have to comply with those obligations. If we do waive any rights, we will only do so in writing, and that will not mean that we will automatically waive any right related to any later default by you.

Each paragraph of this agreement operates separately. If any court or relevant authority decides that any of them is unlawful or unenforceable, the remaining paragraphs will remain in full force and effect.

This agreement is between you and us. No other person has any rights to enforce any of its terms.

This agreement is governed by English law and we each irrevocably agree to submit all disputes arising out of or in connection with this agreement to the exclusive jurisdiction of the English courts.

July 2020

You can also find our [Terms and Conditions here](#).