

Training Calendar January - June 2010: Good Decisions Training, Complaints Management Training (Internal Review) and Complaints Management Training (Frontline)

1. Choose date
2. Choose training program
3. Choose training location
4. Contact the Queensland Ombudsman
5. Remember ALL dates are flexible

JANUARY

19, 21, 28 Brisbane - Gold Coast - Ipswich - Redlands

FEBRUARY

2, 4, 9, 11, 23, 16, 17, 18, 25
 Brisbane - Gold Coast - Ipswich - Redlands
 Rockhampton - Gladstone
 Open Session - Complaints Management - Frontline and Internal Review

MARCH

2, 3, 4, 9, 11, 16, 18, 23, 24, 25, 30
 Mackay - Airlie Beach - Bowen
 Brisbane - Gold Coast - Ipswich - Redlands
 Cairns - Cooktown
 Open Session - Good Decisions

APRIL

1, 6, 8, 13, 15, 27, 29, 20, 21, 22
 Brisbane - Gold Coast - Ipswich - Redlands
 Townsville - Charters Towers

MAY

4, 6, 11, 13, 25, 27, 18, 19, 20
 Brisbane - Gold Coast - Ipswich - Redlands
 Barcaldine - Longreach

JUNE

1, 3, 8, 10, 22, 24, 29, 15, 16, 17
 Brisbane - Gold Coast - Ipswich - Redlands
 Wide Bay Burnett

January						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

February						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

March						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

April						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

May						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

June						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Public holidays are displayed in blue
 Suggested training days are displayed in green. For more dates please contact us
School holidays are displayed in bold and italics

Group Price: (max 25 per session)		
Good Decisions	1 Day	\$2500 (+gst)
Complaint Managements - Internal Review	1/2 Day	\$1800 (+gst)
Complaints Management - Frontline	1/2 Day	\$1800 (+gst)

To make a booking:

Phone: 07 3005 7023 or 07 3005 7051

Email: training@ombudsman.qld.gov.au OR Book online at: www.ombudsman.qld.gov.au/Training/BookaSession.aspx