

Training Calendar July - December 2009: 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

JULY	
2, 9, 14, 16, 21, 23	Brisbane - Gold Coast - Ipswich - Redlands
7	Open Session - Complaints Management - Frontline and Internal Review
28, 29, 30	Mt Isa and Surrounds

AUGUST	
18, 19, 20	Rockhampton and Mackay
4, 6, 11, 13, 18, 20, 25, 27	Brisbane - Gold Coast - Ipswich - Redlands

SEPTEMBER	
1, 3, 8, 10, 17, 24	Brisbane - Gold Coast - Ipswich - Redlands
22	Open Session - Complaints Management - Frontline and Internal Review
15, 16, 17	St George - Cunnamulla - Thargomindah

OCTOBER	
1, 6, 8, 15, 20, 22, 27	Brisbane - Gold Coast - Ipswich - Redlands
13, 14, 15	Darling Downs and Surrounds
29	Open Session - Good Decisions

NOVEMBER	
3, 4, 5	Cairns - Townsville and Surrounds
10, 12, 17, 19, 24, 26	Brisbane - Gold Coast - Ipswich - Redlands
24, 25, 26	Emerald and Surrounds

DECEMBER	
1, 3, 10, 15, 17	Brisbane - Gold Coast - Ipswich - Redlands
8, 9, 10	Sunshine Coast

JULY						
S	M	T	W	T	F	S
			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	

AUGUST						
S	M	T	W	T	F	S
						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					

SEPTEMBER						
S	M	T	W	T	F	S
		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			

OCTOBER						
S	M	T	W	T	F	S
				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

NOVEMBER						
S	M	T	W	T	F	S
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					

DECEMBER						
S	M	T	W	T	F	S
		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		

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