Complaints management training

Complaints Management Training (Rockhampton & Central Queensland Region)
Tuesday, 20 August 2019
A full day course for officers who review complaints. This course is designed to help officers identify the principles underpinning reviews of complaints, and apply these to plan, progress and manage a review of a complaint. The first half of the session encompasses information from the Complaints ...
Registration Closed

Complaints Management Training (Far North Queensland / Cairns Region)
Tuesday, 17 September 2019
A full day course for officers who review complaints. This course is designed to help officers identify the principles underpinning reviews of complaints, and apply these to plan, progress and manage a review of a complaint. The first half of the session encompasses information from the Complaints ...

Complaints Management Training (Darling Downs / Toowoomba Region)
Tuesday, 22 October 2019
A full day course for officers who review complaints. This course is designed to help officers identify the principles underpinning reviews of complaints, and apply these to plan, progress and manage a review of a complaint. The first half of the session encompasses information from the Complaints ...

Complaints Management Training (Fraser Coast / Wide Bay Region)
Tuesday, 19 November 2019
A full day course for officers who review complaints. This course is designed to help officers identify the principles underpinning reviews of complaints, and apply these to plan, progress and manage a review of a complaint. The first half of the session encompasses information from the Complaints ...