

Complaints management training

Complaints Management Training (South West / Roma & Surrounds)

Tuesday, 28 May 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 (Central West /Longreach & Surrounds)

Tuesday, 11 June 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 (Brisbane)

Thursday, 11 July 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 (Mackay / Whitsunday Region)

Tuesday, 16 July 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 (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 ...

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 (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 ...