



QUEENSLAND
OMBUDSMAN

Web: www.ombudsman.qld.gov.au

Call: (07) 3005 7000

Speak & Listen: 1300 555 727

Interpreter: 131 450

Managing unreasonable complainant conduct

Interactive webinar training

Following are details for **open training sessions**. Webinar open sessions are a great opportunity for any officer in Queensland to participate in interactive training.

Agencies can also book their own **group training sessions** outside of this calendar. Group sessions are a more cost-effective option if there are more than 10 staff from the same agency. Trainers may be able to tailor the training to meet your needs. Additional costs may apply if extensive tailoring is required. We can deliver training via the webinar collaboration tool of your choice. Zoom, Microsoft Teams and GoToWebinar are popular options. To find out more information or make a booking, [email](#) or phone (07) 3035 4120.