

# MEDIATING PATIENT COMPLAINTS™

The essential course for  
NHS, health and social  
care complaints handlers,  
managers, supervisors  
and HR professionals.

# INTRODUCTION

This healthcare complaints resolution course has been designed to assist delegates to secure constructive and meaningful resolutions from patient complaints. It achieves this by providing a compassionate and highly effective model for responding to complaints - the FAIR mediation framework. Upon completion of the programme, delegates will have developed powerful skills and competencies for responding to and resolving complaints.

During the COVID-19 pandemic, healthcare professionals were treated with the utmost respect and recognition. So much so that many of us gathered at our front doors to celebrate their efforts, on a weekly basis. Rightly so, as the efforts and sacrifices they have made for us both during the pandemic and beyond, have protected the wellbeing and safety of us all. As we move beyond the pandemic and into the new normal, expectations are changing, with millions facing lengthy waiting times for treatments.

Unfortunately, in such a high pressured and stressful environment, it is natural that mistakes will be made, and disputes will develop between staff members and patients. Complaints may be made for a number of reasons, ranging from clinical errors to long waiting times, poor communication or failure to fund a treatment. Traditional complaints systems within the sector are highly retributive (focused on blame). Here at TCM, we believe that a non-adversarial (restorative) approach affords more favourable outcomes in many cases.

Our extensive experience within workplace mediation inspired us to develop the course. We know that the mediation process is applicable to a wide range of workplace environments, including the handling of complaints raised by patients. By attending this programme, delegates will acquire the essential skills needed to bring complaints to a constructive resolution, with positive outcomes for all involved.



## PRACTICAL INFORMATION

### Mediating Patient Complaints™ (for Healthcare)

A two-day course, online, at the TCM Academy or delivered in-house.

**Trainers:** Delivered by TCM's expert resolution consultants, with specific healthcare sector experience. All TCM trainers are experts at creating a safe, empowering and challenging training environment. A wide range of learning and evaluation methods are used including healthcare-specific case studies and role-plays.

**Suitable for:** Anyone involved in handling complaints within a health or social care setting. Relevant roles may include complaints handlers, managers, supervisors and human resources/ employee relations professionals.

The NHS and healthcare organisations need to move away from a system of retributive justice to a restorative, fair and just culture. To achieve this, healthcare leaders must not focus on who might be at fault, but on what went wrong, and how they can prevent this from happening in future.

DAVID LIDDLE, CEO AND FOUNDER OF  
THE TCM GROUP





## OBJECTIVES

By the end of this course, participants will be able to:

- ✓ Understand the nature and motives of complaints and complainants.
- ✓ Handle strong emotions, listen actively and identify early resolutions when possible.
- ✓ Understand the principles, process and practical applications of mediation as a tool for local resolution of healthcare complaints.
- ✓ Understand the opportunities that a complaint represents for an organisation – for learning and systemic change.
- ✓ Make use of advanced techniques, such as handling apologies; managing power and prejudice issues; and learning for systematic change in organisations.



## BENEFITS

- ✓ Develop skills to enable the diversion of a wide range of patient complaints away from traditional complaints handling mechanisms towards restorative solutions.
- ✓ Engage with patients, their families and representatives through mediation to resolve issues and rebuild damaged relationships.
- ✓ Contribute towards the development of a fair and just culture within your healthcare organisation.



## AGENDA



### Module 1:

Understanding the root cause of a complaint.



### Module 2:

Managing difficult conversations with complainants - achieving a mutually acceptable outcome.



### Module 3:

Mediating with the complainant - local resolution.



### Module 4:

Going further: power, prejudice, and systemic change.





## DELIVERY

**TCM delivers extensive support for delegates on all of our courses before, during and after the course concludes.**

- ✓ Training delivered by a world class trainer who has practical experience (within the healthcare sector) of the subject being taught.
- ✓ The unique online TCM Delegate Zone™ which includes useful toolkits, check sheets, videos, papers and other resources for delegates.
- ✓ Free copy of the TCM Workplace Investigators Handbook™.
- ✓ One to one coaching for delegates during the course and once the course concludes, as required.
- ✓ Assessment and a personal report for each learner.
- ✓ A free refresher workshop or webinar 6 months after the training concludes.
- ✓ Free membership with The Institute of Organisational Dynamics.



## BLENDED LEARNING

All delegates receive 12 months follow-up support to help them embed the learning.

This TCM blended learning programme incorporates pre- and post-course learning to support participants development of knowledge and skills. Participants can develop peer networks with other NHS, health and social care professionals, through interaction before, during and after the programme to share knowledge and resources.

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Please contact us for more information:



Call: 0800 294 97 87  
+44 (0)20 7404 7011



Email:  
[info@thetcmgroup.com](mailto:info@thetcmgroup.com)



Business Design Centre,  
52 Upper St, London, N1 0QH



Website:  
[thetcmgroup.com](http://thetcmgroup.com)