

Programme
(subject to change)

9.00	Registration and refreshments
9.30	Welcome and introduction
9.35	Managing the culture of client care within the practice
10.30	What do the Regulations require?
11.30	Refreshment break
11.45	Workshop
1.00	Lunch
2.00	Working with the client to achieve a successful result
2.30	Operating the client care code
3.00	Workshop
3.15	Refreshment break
3.30	The difficult client and dealing with complaints
5.00	Close