

Registered managers webinar: Managing complaints – practical tips in effectively responding to feedback.



Skills for Care webinar, in partnership with The Local Government & Social Care Ombudsman Tuesday 22 June 2021

Here are some useful links and websites for more information.

All of our recorded registered manager webinars on a variety of topics, including this one, can be found on the website [here](#).

Resource links

The Local Government & Social Care Ombudsman

[Single Complaints Statement](#)

[Templates for care providers](#)

[Training in effective complaints handling](#)

[My Expectations for Raising Concerns and Complaints - Report](#)

[My expectations for raising complaints and concerns e-learning module](#)

[Annual Review of adult social care complaints](#)

[Focus Reports](#)

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Skills for Care

[Good and outstanding care guide](#)

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[People Performance Management toolkit](#)

[Creating a positive workplace culture toolkit](#)

[Understanding workplace culture](#)

[Learning from events](#)

[Tools to improve your service](#)

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[Complaints audit guidance](#)