

RCC LIVE WEBINAR

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The Art of Keeping Patients Happy: A Guide to Complaint-free Practice

with **Matthew Bennett FRCC, MRCC (Sport)**

Webinar Outline

Managing patient grievances effectively can serve to reduce the impact on you, your practice and the profession. In this event, Matthew Bennett will cover practice procedures and tips to avoid trouble.

Learning Outcomes

- Understand why people have grievances
- Three simple steps you can take in the treatment room to ensure patients remain content
- Understand how your practice policies and procedure can help you avoid difficulty
- Understand what to do when you get a complaint

Matthew will reference RCC standards and advice to define goals and delegates will be able to use the information in the seminar to develop a practical roadmap to achieve them.

Speaker

Matthew Bennett is a distinguished expert in the realm of avoiding complaints. As an expert witness in civil negligence and professional conduct hearings of the General Chiropractic Council since 2016, he has consistently demonstrated his deep understanding of the intricacies of the standards expected and the problems chiropractors face.

One of Matthew's key strengths lies in his ability to provide proactive guidance, enabling you to navigate complex situations and prevent grievances from arising. His comprehensive knowledge of the legal and regulatory aspects of chiropractic care makes him an invaluable asset in avoiding complaints and potential litigation.

With 35 years in practice and a decade of expertise in working with medical malpractice insurers and solicitors, Matthew has honed his skills in evaluating and mitigating risks associated with chiropractic practice. His extensive experience in dealing with professional conduct hearings has equipped him with a keen sense of the common pitfalls that practitioners may face, allowing him to offer practical solutions for maintaining a spotless professional record.



DECEMBER 2023

Thursday 7th

19:00 - 20:00

Free for RCC Members - a link will be provided by email.

Non-Members: £35 - to register please visit: rcc-uk.org/rcc-events

Registration closes:
Thursday 7th December 2023, 5pm

Chair: Mark Gurden FRCC (Pain),
LRCC (Sport)