

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](#)
- [Subscribe to Care provider bulletins](#)
- [Virtual care provider events 2021](#)

Skills for Care

- [Good and outstanding care guide](#)
- [Registered Manager Webinar – time management](#)
- [Registered Manager Webinar – wellbeing](#)
- [Registered Manager Networks](#)
- [People Performance Management toolkit](#)
- [Creating a positive workplace culture toolkit](#)
- [Understanding workplace culture](#)
- [Learning from events](#)
- [Supporting self](#)
- [Wellbeing webinars](#)
- [Blog: how can you use people's views to improve your service](#)

Other

- [QCS](#)
 - [Complaints audit guidance](#)

Social media

The Local Government & Social Care Ombudsman

- [LinkedIn](#)
- [Twitter](#)