

# EFFECTIVE SKILLS FOR MAKING COMPLAINTS

This workshop empowers carers with the effective skills for dealing with disputes for making complaints to the statutory sector e.g. of Social Care, Education, Health, DWP. We will also discuss the legal basis, based on rights and entitlements to support services.

## Includes:

- Understanding the legal basis for complaints i.e. your rights
- Examples of common disputes
- Template wording for complaints letters and emails.
- Hierarchy of complaints
- Complaining to the Ombudsman
- Effective communication skills for a productive outcome
- Barriers to effective communication
- Judicial Reviews
- When to complain to the local authority's Senior Legal Officer

## IN PERSON:

**TUESDAY 23<sup>RD</sup> SEPTEMBER 10:30 AM - 12:00 PM**  
**655 BARKING RD. E13 9EX**  
**(AGE UK EAST LONDON OFFICES)**

## ONLINE:

### ZOOM DETAILS

**[HTTPS://US06WEB.ZOOM.US/J/86004636761](https://us06web.zoom.us/j/86004636761)**  
**MEETING ID: 860 0463 6761**

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