Complex Issues Resolution
Tuesday 21st and Wednesday 22nd July 2015

Venue
P & F Centre,
St Peters Lutheran College
66 Harts Road
Indooroopilly
(Entry via Lohe Street, Indooroopilly)

Time
9 am – 4 pm
Registration from 8.30 am
on Tuesday 21st July

Cost
$230 per person
(Cost per person will reduce as numbers increase beyond 20)
Morning tea and lunch provided

Registrations close Tuesday, 1st July 2015
(no late registrations accepted as printed material has to be ordered)

1. To register please go to www.leq.lutheran.edu.au and click Professional Development Events from near the bottom of the left hand menu. Scroll down that page until you see the link for Complex Issues Resolution and then fill in all fields to register for this event.

2. Payment for attendance will be facilitated through an invoice to your school after the event. Individual teachers registering for events must first check that they will be reimbursed for PD attendance as LEQ will not be able to offer refunds to individuals.

3. If you have any issues or questions, please contact Lyndall Skelton on 07 3511 4065 or by email lyndall.skelton@leq.lutheran.edu.au

4. CANCELLATION AND REFUND POLICY No charge will be invoiced for cancellations received in writing / via email to Lutheran Education Queensland five (5) working days before the date of the course. An invoice for 50% of the cost will be sent for cancellation received in writing / via email from three (3) to five (5) working days before a course. Cancellation within three (3) working days will result in your school being invoiced for the full amount.

Audience
This two-day course is considered mandatory for senior administrators in the school and would be beneficial to middle managers. Those who have completed the pre-2012 version of the training would be seen as fulfilling the mandatory requirement, but it will be necessary for them to receive a briefing to update themselves in the more recent requirements due to changes arising out of the last enterprise bargaining process. Of course, if any other previous participant/s would like to refresh their skills they are more than welcome to attend. As a priority, those Principals, Deputies and Business Managers who have joined the LEQ “system” recently, as well as those who are engaged in serious complaint and/or investigation procedures and have not previously attended the training are strongly encouraged to attend this year’s session.

Programme:
This workshop is designed for those who manage or provide the primary response to complaints and consists of the following modules:

- Understanding the components of an effective complaint process, including receiving, assessing, responding to and finalising a complaint;
- Deciding on an appropriate response to a complaint through a thorough assessment process;
- Examining the various responses to a complaint;
- Interview skills;
- Managing Unreasonable Complainant Conduct;
- Reporting;
- Finalising a Complaint;
- Child Protection;
- Union / employer perspectives

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