

Handling Dental Complaints Effectively



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Minor patient complaints can sometimes escalate and create stress and consequences for you as a dental practitioner. This webinar will allow you to run through some potential consequences in the complaint and claim environment in Australia while working through a detailed case-study. You will get to hear from one of Australian Dentistry's most dynamic presenters, Dr Gerard Clausen. He has had extensive experience in clinico-legal issues and is a clinical demonstrator at University of Melbourne for postgraduate prosthodontics.

You will be provided with some key messages such as:

- Good practitioners are not immune from complaints
- How you manage the complaint affects the outcome
- You may react negatively to complaints but maintain proper behaviour- do not get angry, negative and rude
- Contact MIPS promptly and talk to a peer who can provide reassurance and instigate the right course of action

Presenter

Dr Gerard Clausen is a dental practitioner and dento-legal adviser at MIPS. Dr Clausen has had extensive experience in clinico-legal issues and is a clinical demonstrator at University of Melbourne for postgraduate prosthodontics.

To obtain a Certificate of Attendance and 1 hr CPD you must view the entire webinar and complete a feedback form. You may pause the video but you cannot track forward or back. The webinar was recorded in Melbourne in August 2016 and runs for approximately 64 minutes.

CPD 1 hour

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