

Bond Solon Programme: Letter and Report Writing for Complaints Handling

9.00am			Registration
9.30am	-	10.00am	Introduction Certificate Exercise 1 – Objectives
10.00am	-	11.00am	Fundamentals of report writing Exercise 2 – Note Taking exercise Turning notes into reports
11.00am	-	11.15am	Coffee
11.15am	-	1.00pm	Report Writing exercise Exercise 3 - Assessing Reports Model Report format
1.00pm	-	2.00pm	Lunch
2.00pm	-	2.30pm	Responding to a complaint by letter
2.30pm	-	3.00pm	Exercise 4 – Assessing Reports
3.00pm	-	3.15pm	Tea
			Exercise 5 – giving and receiving feedback on reports Action steps Close