

Effective Complaint Procedure Management

Attendance at this training will enable participants to competently manage the complaint life cycle within their PCH/ALR facility. Participants will analyze why complaint handling is essential to quality care and customer service, internalize the rights of the residents and families, and distinguish complaint types from minimal to reportable. This training covers the complete complaint process from receiving, documenting, investigating, resolving, and following up—while emphasizing proper reporting requirements, documentation practices, and the importance of fair, objective investigations. Participants will also learn their roles and responsibilities, including active listening, de-escalation, and non-retaliation principles. Ultimately, participants will gain the skills to evaluate complaints as opportunities for quality improvement and resident-centered care.

This 6-hour hybrid training includes a 3-hour prerequisite, to be completed online **prior** to attending the live, virtual 3-hour session.

This free training is provided by Temple University Harrisburg and funded by the Pennsylvania Department of Human Services - Bureau of Human Services Licensing.

[Click Here to Register](#)

<p>Registration Details:</p> <ul style="list-style-type: none"> Individual online registration is required for each person This training is for active Personal Care Home Administrators or their Designee Registration for the live training is limited New registrants will create a username, password, and profile Please email pchadmin@temple.edu with any questions For technical help please call 215-204-4866 	<p>In order to receive 6-credit hours, participants must:</p> <ul style="list-style-type: none"> Complete the 3-hour prerequisite training, via Thinkific Participate in the 3-hour live virtual training, via Zoom VIDEO AND AUDIO required to be turned on for live virtual training, via Zoom Certificates for 6 hours will be issued upon successful completion and verification of both activities Partial certificates for completing one activity are not available
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Date of live training	Time of live training	Course
Friday, March 27, 2026	9:00 AM-12:00 PM	HBGBHSL0032 - 001 (Select session 001)
Thursday, April 2, 2026	1:00 PM-4:00 PM	HBGBHSL0032 - 002 (Select session 002)
Tuesday, April 7, 2026	9:00 AM-12:00 PM	HBGBHSL0032 - 003 (Select session 003)
Thursday, April 23, 2026	9:00 AM-12:00 PM	HBGBHSL0032 - 004 (Select session 004)
Wednesday, April 29, 2026	1:00 PM-4:00 PM	HBGBHSL0032 - 005 (Select session 005)
Friday, May 8, 2026	9:00 AM-12:00 PM	HBGBHSL0032 - 006 (Select session 006)
Monday, May 13, 2026	1:00 PM-4:00 PM	HBGBHSL0032 - 007 (Select session 007)
Tuesday, May 19, 2026	1:00 PM-4:00 PM	HBGBHSL0032 - 008 (Select session 008)
<i>*Please register for ONE of the eight sessions. Multiple registrations are not permitted.</i>		

Technology Requirements:

- Audio and video ARE required** to be turned on for the live, 3-hour training on the Zoom platform.
- Please note that driving during the live training is **NOT** permitted.
- A desktop or laptop computer is recommended. Devices should have a keyboard, audio, and video camera capabilities.
- Participants need to be able to access Zoom, a web-based program, over uninterrupted internet or Wi-Fi.