

INVITATION

AVOIDING CVO COMPLAINTS

PRESENTED BY DR. CLAYTON GREENWAY, DVM, B.S.C

Join us for an informative evening with Dr. Clayton Greenway, as he discusses a personal example of a formal complaint to the CVO. The session will centre on how the complaints process works, and examining why complaints occur. Dr. Greenway will also be sharing strategies for how to effectively avoid these complaints based on his own professional experience. The seminar will investigate the most common causes of complaints, and offer access to sources of support for practitioners. Additionally, Dr. Greenway will be breaking down the appeal process, offering guidance on avoiding client dissatisfaction, and explaining the emotional and professional impact that complaints can have.



Dr. Greenway is a lead veterinarian for the VetStrategy group of clinics, responsible for mentoring new graduates, improving practice value, and business development. As a Newstalk1010 radio host of a weekly call-in veterinary show, he strives to provide honest advice and assist people in making the best medical decisions for their pets.

THURSDAY, OCTOBER 20TH 2016 @ 7:00 PM
SASSAFRAZ RESTAURANT

100 CUMBERLAND STREET, TORONTO ONTARIO M5R 1A6
COCKTAILS, DINNER AND DESSERT TO FOLLOW

THIS LECTURE IS APPROVED FOR ONE (1) CE CREDIT
SPACE IS LIMITED, BOOK YOUR SEAT TODAY

**1 CE
Credit**

TO RSVP, PLEASE CONTACT KAIT
(KAIT@VETSTRATEGY.COM) OR
CALL 905.264.0707

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