

# Legislation Update Forum

*Selected news, views and solutions on the latest UK & EU legislation*



Keeping up-to-date with UK & EU legislation is paramount for those working in the food industry, whether you are a leading retailer, advisory consultant or Technical Manager. The Society of Food Hygiene and Technology recognises that staying in touch with rapidly changing requirements and maintaining an awareness of current legislation is critical.

To help our members stay alert to changes, the Society offer a legislation forum with industry leading experts to enable them to work through the minefield of information, offering solutions and guiding them to compliance. Each forum will be held at the SOFHT Training Room as a morning session.

**This is a free benefit for all our members** and we welcome your attendance. Help us lead the industry to compliance and consumer confidence.

**Wednesday 25th April 2018**

**Registration 9.00am. Forum 9.30am - 12.30pm  
at The Society of Food Hygiene and Technology, Middleton**

**This forum will discuss 'Managing Complaints'  
led by Will Smith from NSF International**



All businesses will inevitably receive complaints from their customers as a matter of course, however not all businesses necessarily react to complaints effectively. Consumer expectations are rising and bad experiences can be shared and publicised within moments via mobile devices and social media platforms providing businesses with effective complaints management practices a competitive advantage within their marketplaces.

In this session we will look at:

- Origins and sources of consumer complaints in 2018
- How complaints management practices impact businesses
- Best practice for managing complaints
- Using complaints data

To reserve your place complete the order form and either:

**Post:** The Society of Food Hygiene and Technology, The Granary, Middleton House Farm, Tamworth Road, Middleton, Staffordshire, B78 2BD, **Fax:** 01827 875 800, **Email:** [admin@sofht.co.uk](mailto:admin@sofht.co.uk) or **Phone:** 01827 872 500

# SOFHT Legislation Update Forum

Selected news, views and solutions on the latest UK & EU legislation

Wednesday 25th April 2018  
SOFHT, The Granary, Middleton House Farm,  
Tamworth Road, Middleton, Staffordshire, B78 2BD

<b>Name:</b> (please give title, first name and surname)		<b>Position:</b>	
<b>Company:</b>			
<b>Address:</b>			
		<b>Postcode:</b>	<b>Fax no:</b>
<b>Tel no:</b>	<b>Email:</b>		
<b>Signed:</b>			

## Fees

Member of SOFHT - **Free of charge**

Non member - Unable to attend unless you are a member of SOFHT \*

**Time** - 9.30am - 12.30pm, **Registration** - 9.00am

**\* Non Members should consider joining the Society.**

Join today and enjoy **FREE** attendance at this forum.

A range of categories of membership are available offering many additional benefits;  
please contact the Society's office for more details.



The Society of<sup>®</sup>  
Food Hygiene  
and Technology

If you require any further assistance, please contact:

**The Society of Food Hygiene and Technology,**  
The Granary, Middleton House Farm, Tamworth Road, Middleton, Staffs B78 2BD

Tel: **01827 872500** Fax: **01827 875800** Email: [admin@sofht.co.uk](mailto:admin@sofht.co.uk) Website: [www.sofht.co.uk](http://www.sofht.co.uk)

**Continuing Professional Development:** Certificates of attendance will be available for collection at the end of the meeting.

**Data Protection:** The personal information provided by you will be held on a database. The Society sends out promotional material about its activities. Please inform the Society's office if you do not wish to receive this information.

**Please note:** The organizers reserve the right to modify the programme or speakers without prior notice.

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