

New ISCAS training videos

ISCAS has produced four new training videos presented by ISCAS Adjudicator Suzy Ashworth. The videos will be launched on September 5th by Baroness Fiona Hodgson CBE at the ISCAS Advisory Board which she chairs.

The videos last approximately 10 minutes each in duration and will provide subscribing providers with additional material to enhance complaints training and familiarity with the ISCAS Code.

The four videos can be viewed below by clicking on each title or you can watch the full playlist [here](#).

- o **General Complaint Handling Principles Under the ISCAS Code**
- o **Stage 1: Managing Complaints Under the ISCAS Code**
- o **Stage 2: Managing Complaints Under the ISCAS Code**
- o **Stage 3: Managing Complaints Under the ISCAS Code**

