



Customer Complaint, Dispute and Resolution Policy

Policy Level: Service level Policy

Responsible Unit: Training and Quality Assurance unit

Accountable: Managing Director

Effective Date: 19th April 2024

Review Cycle: Every 2 Years



1. Profile

MDS Experts Ltd is a professional training and consulting firm specializing in project management, monitoring and evaluation (M&E), and capacity development services. The company delivers high-quality training programs, and advisory services to individuals, corporate organizations, government institutions, and development partners.

MDS Experts Ltd is committed to excellence in professional education and operates in alignment with internationally recognized standards and best practices in project management and consulting services, and through its services, MDS Experts Ltd aims to build competent professionals, strengthen institutional capacity, and contribute to sustainable development outcomes.

2. Background

As part of its commitment to quality service delivery and customer satisfaction, MDS Experts Ltd recognizes the importance of establishing a formal mechanism for addressing complaints, disputes, and grievances. In a dynamic learning and consulting environment, concerns may arise related to training delivery, service quality, communication, or expectations between the organization and its stakeholders.

To maintain trust, transparency, and accountability, it is essential to provide a clear and structured process through which such concerns can be raised and resolved in a timely and fair manner. This policy has therefore been developed to ensure that all stakeholders including learners, clients, partners, and staff have access to a reliable system for lodging complaints and receiving appropriate resolutions.

The policy reflects the organization's commitment to professionalism, ethical conduct, and continuous improvement, while ensuring alignment with international standards in training, consulting, and customer service management.

3. Purpose

The purpose of this policy is to establish a transparent, fair, and structured process for receiving, reviewing, and resolving complaints, disputes, and grievances submitted by customers, learners, corporate clients, partners, and stakeholders of MDS Experts Ltd.

This policy ensures that all concerns related to training services and consulting services are addressed promptly, professionally, and equitably, while maintaining the highest standards of integrity expected from MDS experts ltd.





4. Policy Statement

MDS Experts Ltd is committed to delivering high-quality professional training and consulting services and ensuring that all customers receive respectful, fair, and effective treatment when concerns arise.

This policy provides the exclusive internal mechanism through which complaints or disputes related to services, training delivery, certification preparation programs, or customer interactions may be reviewed and resolved.

MDS Experts Ltd commits to:

- Handling complaints objectively and without bias;
- Protecting the confidentiality of all parties involved;
- Providing timely responses and fair resolutions;
- Promoting continuous improvement through feedback;
- Ensuring alignment with international professional training standards.

5. Scope of the Policy

This policy applies to complaints or disputes involving:

- Participants enrolled in training programs;
- Corporate clients;
- Trainers or instructors;
- Consulting service clients;
- Certification preparation candidates;
- Training partners and institutional collaborators;
- Administrative and customer service interactions.

The policy covers issues including but not limited to:

- Training quality;
- Instructor conduct;
- Course materials;
- Examination preparation support;
- Customer service concerns;
- Administrative or operational errors;
- Contractual misunderstandings.



6. Confidentiality and Fairness

All complaint and dispute proceedings under this policy shall remain strictly confidential. Only individuals directly involved in the review and resolution process will have access to complaint information. Unauthorized disclosure of information related to a complaint is strictly prohibited. MDS Experts Ltd ensures that all parties are treated with fairness, respect, and impartiality throughout the process.

7. Submission of Complaints

Any customer or stakeholder wishing to file a complaint must submit it formally through one of the following channels:

Email: complaints@mdsexperts.com

Online Form: Customer Complaint Form on the company website

Written Letter: Addressed to the Managing Director

Customer Service Desk: Official complaint desk

The complaint must include:

- Name and contact information of the complainant;
- Description of the issue;
- Relevant training or service details;
- Supporting documentation if available;
- Desired resolution (if applicable).

All complaints must clearly indicate that they are submitted as a formal complaint or grievance.

8. Complaint Review Process

Upon receipt of a complaint, the Quality Assurance Officer will acknowledge the complaint within 3 working days. The complaint will then be reviewed to determine its nature:

a. Operational Matters

Issues related to Training delivery, Customer service, Course materials, administrative procedures and Scheduling or logistical concerns. These matters will be handled by the Training and Quality Assurance unit.





b. Strategic or Policy Matters

Issues related to Organizational policies, Contractual obligations, Institutional partnerships and Ethical concerns. These matters will be escalated to Senior Management.

9. Appointment of complaints Resolution Officer

For each complaint, a Resolution Officer will be appointed. Depending on the nature of the complaint, the Resolution Officer may be the training manager, quality assurance officer, operations manager and managing director (for strategic matters).

If a conflict of interest is identified, an independent senior staff member will be appointed.

10. Resolution Officer Responsibilities

The Resolution Officer will:

- Notify the respondent about the complaint;
- Review all relevant documents and evidence;
- Request additional information when necessary;
- Conduct interviews with relevant parties;
- Facilitate dialogue between parties when appropriate;
- Propose a resolution.

After review, the Resolution Officer may:

- Provide an informal resolution;
- Request additional documentation;
- Issue a formal written decision;
- Dismiss the complaint if unsupported by evidence;
- Refer the matter to mediation;
- Escalate the issue to senior management.

11. Mediation and Informal Resolution

Whenever appropriate, MDS Experts Ltd encourages informal mediation to resolve disputes amicably. A mediator may facilitate discussions between the complainant and the respondent to reach a mutually acceptable solution.

If mediation is successful, A written agreement outlining the resolution will be documented and both parties will confirm acceptance of the resolution. If mediation fails, the complaint will proceed to formal review and determination.





12. Resolution Hearings (If required)

In complex cases, a resolution hearing may be organized. The hearing may be conducted either in-person, Virtual (video conference) and telephone.

During the hearing, parties may Present their arguments, Submit documentation and Present witnesses if necessary. The Resolution Officer will ensure that hearings are conducted fairly, objectively, and efficiently.

13. Final Resolution

After completing the review process, the Resolution Officer will issue a written final decision, which may include corrective action, service improvement measures, refunds or compensation where appropriate, training or disciplinary action and dismissal of the complaint if unsubstantiated.

The decision will be communicated within five (5) working days after receiving complaint.

14. Failure to Cooperate or Misrepresentation

All parties must cooperate fully with the complaint resolution process and any individual who Refuses to cooperate, provides false information and intentionally misleads the investigation may be subject to corrective or disciplinary action, including termination of service or training participation.

15. Continuous Improvement

All complaints and dispute outcomes are recorded in the customer quality improvement register. The management team regularly reviews complaint trends to improve training quality, strengthen service delivery, enhance customer satisfaction and align with global professional training standards.

16. Policy Distribution

This policy will be distributed to internal stakeholders including management team, trainers and instructors and administrative staff.

It will also be distributed to external stakeholders including Training participants, corporate clients, Institutional partners, Certification preparation candidates and published on the MDS Experts Ltd website.



17. Policy Review

This policy will be reviewed every two years to ensure continued alignment international professional training standards, customer service best practices, ethical professional education delivery and global standards.

Approved by the senior management meeting on 19th April 2024

MUDAHEMUKA Simon Pierre
The Managing Director

