

# Complaint handling procedure

## 1. Rationale

At MDF Training & Consultancy and MDF Global, we are committed to delivering high-quality services and value the feedback of all our stakeholders. We understand that there may be times when expectations are not met, and we encourage you to let us know so we can address your concerns promptly.

This short document aims to inform you of our Complaints Procedure.

## 2. The MDF Complaints Procedure

### 2.1 Reporting complaints to our trainer(s)/ consultant(s)

1. During an assignment, our consultant has a *flexible and understanding attitude* and regularly checks with the client in different ways if all is still going as desired. If you, the client, are not satisfied, you are encouraged to openly discuss this with our trainers/ consultants first, so they can address the issue.
2. If this does not solve the complaint (within 2 weeks), you are encouraged to contact the director of the MDF office concerned (branch-level redress mechanism). In case the director is the trainer/ consultant in question, you can contact the Quality Assurance manager directly (see 2.2.3, below).

### 2.2 Branch-level redress mechanism

1. The director will investigate and discuss the matter with the you in an *empathic but fact-finding manner*, ensuring your expectations and MDF's reputation are addressed.
2. Ultimately, the *director decides with you, the client*, on how to deal with the complaint and how to settle the dispute, *and informs the Quality Assurance manager*, who will maintain a record for MDF-wide quality assurance purposes.
3. If you, the client, are not satisfied with the proposed solution, or a solution is not forthcoming, within 2 weeks, the director will inform you of the MDF Complaints Procedure (this document) and/or you are encouraged to contact the MDF Global Quality Assurance manager via email: [quality@mdf.nl](mailto:quality@mdf.nl) (MDF Global-level redress mechanism).

### 2.3 MDF Global-level redress mechanism

1. The *Quality Assurance manager investigates* the matter with the same independent empathic but fact-finding attitude. The Quality Assurance manager will acknowledge receipt of the complaint within 5 days and will then also inform you of the expected time frame and duration of the investigation.
2. A solution will be proposed by the Quality Assurance manager within one month.
3. If you are not satisfied with the proposed solution, the matter will be escalated to the MDF Global Management Team, who will take the final decision.

## 2.4 Appeal process

1. If you are dissatisfied with the handling of your complaint by MDF, you have the right to appeal to an independent mediator. For MDF, this role is fulfilled by [Stichting De Geschillencommissie](#), which is part of a network of dispute resolution committees and is recognized for its neutrality and expertise in resolving disputes.
2. Decisions made by the independent mediator are binding. We commit to promptly addressing any consequences as directed by the mediator's final decision.

## 2.5 Record keeping

All complaints and resolutions are documented and retained for a period of two years to ensure we continually improve our services and client satisfaction.