

Complaint Resolution Strategy:

Developing and Monitoring Effective Complaint Management Systems.

March. 9 - 13, 2026, Lagos & Abuja

September 14 – 18, 2026, Lagos & Port Harcourt

For Tutor -Led Class: 9am – 4:30pm

Workshop fee: Lagos: N350, 000,

Abuja / Port Harcourt: N400, 000 per Participant

Delivery Mode: In-person / Live Virtual / Hybrid

Available for In-plant Training

**700 U\$D for foreign
Participants**

Course Overview:

This advanced, practitioner-focused course equips senior management professionals with the strategic knowledge and leadership capabilities required to design, implement, and monitor robust complaint management systems. Participants will learn how to align complaint-handling processes with organizational goals, regulatory requirements, customer-experience expectations, and continuous-improvement frameworks. Through case studies, diagnostics, and hands-on workshops, participants will develop the insight to transform complaints into opportunities for service excellence, organizational learning, and risk mitigation.

For Whom:

This course is designed for senior-level professionals responsible for organizational performance, customer satisfaction, and governance, including: Senior Management and Executives, Directors and Heads of Departments, Customer Service & Client Relations Leaders, Quality Assurance Managers, Risk & Compliance Officers, Service Delivery Managers, Public Sector and NGO Program Directors. Operations and Process Improvement Managers will equally benefit from this course.

Learning Objectives:

At the end of the course, participants will be able to:

- understand the strategic significance of effective complaint management to organizational reputation, customer loyalty, and operational resilience.
- assess existing complaint-handling frameworks using modern quality and customer-experience benchmarks.
- design and operationalize a comprehensive complaint management system with clear policies, process flows, and accountability structures.
- integrate technology tools, data analytics, and feedback mechanisms into complaint-handling workflows.
- establish meaningful KPIs, metrics, and dashboards to track complaint trends and systemic issues.
- develop oversight mechanisms to ensure compliance, transparency, and continuous improvement.
- foster a culture of responsiveness, empathy, fairness, and organizational learning.
- provide high-level guidance to teams, resolve escalated complaints, and implement corrective and preventive actions (CAPA).

Course Outline:

Day 1: Strategic Role of Complaint Management in Organizational Success

Complaints as strategic assets: reputation, loyalty, and risk

- Understanding customer expectations and service quality frameworks
- Principles of effective complaint resolution (fairness, timeliness, transparency, objectivity)
- Regulatory and industry standards for complaint handling
- Assessing current organizational systems: gap analysis and maturity models

Activities:

- Executive diagnostic exercise on current complaint system maturity
- Case study: High-impact complaint failures and lessons learned
- Group discussion: Complaints as early-warning signals

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Day 2: Designing Effective Complaint Management Systems

Key components of a complaint management framework

- Policies
- Standard operating procedures
- Roles and responsibilities
- Escalation and appeal structures
- Workflow mapping: Intake Assessment Resolution Feedback Closure
- Technology options (CRMs, ticketing systems, call-center tools, workflow automation)
- Ensuring alignment with customer-experience strategy and service standards

Activities

- Workshop: Mapping a model complaint-handling process
- Tools analysis: Comparative review of complaint-tracking technologies

Day 3: Data, Metrics & Monitoring Mechanisms

Key performance indicators (KPIs) for complaint handling

- Trend analysis, root-cause analysis, and dashboard design
- Using complaint data for service improvement and risk assessment
- Reporting systems for senior leadership and external stakeholders

Activities

- Hands-on exercise: Building a complaint dashboard
- Root-cause analysis (RCA) simulation using sample complaint data
- Designing a senior-management complaint-summary report

Day 4: Resolution Strategies, Communication & Organizational Culture

Advanced resolution strategies for escalated complaints

- Communication skills for high-stakes or emotionally charged situations
- Ensuring fairness, empathy, and accountability
- Building a responsive service culture across departments
- Conflict management and inter-departmental coordination

Activities

- Role-play: Executive-level intervention in escalated complaints
- Culture mapping: Identifying barriers to effective complaint handling
- Developing communication templates for difficult conversations

Day 5: Governance, Continuous Improvement & Implementation Planning

Governance structures for oversight and compliance

- Integrating CAPA (Corrective and Preventive Actions) into complaint workflows
- Risk management: Using complaints to prevent systemic failures
- Framework for periodic audits, reviews, and continuous improvement
- Developing an enterprise-level complaint management strategy

Activities

- Workshop: Drafting a 12-month complaint-management improvement plan
- Self-assessment: Executive readiness and leadership commitments
- Group presentations: Designed complaint-management system

Methodology: Lectures, discussions, exercises, case studies, audio-visual aids will be used to reinforce these teaching/learning methods

LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 – FAB By Toprank Hotel, Opposite Old Federal Secretariat Area 1, Garki, Abuja.

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

In-plant Fee Negotiable

WORKSHOP FEE:

**Workshop fee: Lagos: N350, 000 per Participant, VAT-N26,250
Abuja / Port Harcourt: N400, 000 per Participant, VAT-N30,000**

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

**For Booking / Enquiry, Call: 234-8051365946, 234-7087578814
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