

# Market Complaints – Workshop and Trainings

Specialized consultancy services aimed at enhancing clients' expertise in handling market complaints in compliance with international regulations such as FDA and EMA guidelines. Through workshops and training sessions, Zamann equips clients with the knowledge and skills necessary to effectively manage market complaints while upholding regulatory standards. By focusing on practical insights and real-world scenarios, Zamann empowers companies to be compliant with complex regulatory landscapes with confidence.

## Identification of Regulatory Requirements

We conduct a thorough assessment of the client's specific regulatory obligations regarding Market Complaints, identifying the regulations (e.g.: FDA and EMA) related to the activity. Through this analysis, we ensure that the content are aligned with the relevant regulatory frameworks, addressing specific compliance requirements.

## Content Creation

Based on the requirements, we develop comprehensive workshop and training materials, customized to cover essential topics such as complaint classification, investigation techniques, documentation requirements, and regulatory reporting obligations.

We incorporate practical case studies, interactive exercises, and industry best practices to enhance learning and facilitate practical application of concepts.

## Training/Workshop Execution

Zamann delivers engaging and interactive workshops and training sessions either on-site or through virtual platforms, depending on client preferences and logistical considerations.

Their experienced trainers facilitate discussions, provide insights, and address participants' questions to ensure a deep understanding of the material. Through hands-on exercises and simulations, we reinforce key concepts and fosters a collaborative learning environment, empowering participants to apply their knowledge effectively in real-world scenarios.

