



## Consumer complaints procedure

### Article 1: Definitions

1. Organisation: Education & Training Eline Snel b.v. (Part of 'Foundation Academy for Mindful Teaching'): , established in Leusden,
2. Complainant: a participant in an education or training or a parent or (other) legal representative of a minor participant;
3. Complaint: complaint about the organisation or content of the education or training at Education & Training Eline Snel b.v. or the manner in which (as the case may be) it is given.
4. Under complaint is not understood a complaint as a result of sexual intimidation, discrimination, aggression, violence or bullying. This is subject to a separate complaints procedure.
5. Nor is a complaint understood to mean a complaint about the contents or the assessment of an examination. The complainant must submit such complaints to the Examination Board.

### Article 2: Submitting a complaint

1. The complaint has to be submitted in writing, motivated and signed to the management of Education & Training Eline Snel b.v.
2. There is no right of complaint against a decision of general purport.

### Article 3: Treatment of the complaint

1. The management confirms the receipt of the complaint to the complainant within 5 working days.
2. The management provides the complainant with all the relevant information regarding the complaint that it has.



3. Within no more than four weeks of receiving the complaint, the management shall give the complainant the opportunity to explain his/her complaint. A report of this explanation shall be drawn up and sent to the complainant.

#### **Article 4: Decision**

1. Within four weeks of hearing the complaint, the management makes a decision on the complaint. The decision is communicated to the complainant in writing and contains at least the findings, conclusions, reactions and settlement of the complaint.

2. If the complainant does not agree with the decision, he may apply to the Disputes Committee for Private Education, Bordewijklaan 46, P.O. Box 90600, 2509 LP The Hague, telephone number: 070 - 3105310, [www.degeschillencommissie.nl](http://www.degeschillencommissie.nl).

#### **Article 5: Commencement date**

1. These regulations enter into force on 22 March 2022.

