

## Complaints procedure

The Academy for Coaching and Counseling (ACC) will of course always try to prevent complaints from arising. Should a complaint nevertheless arise, the following procedure will apply.

Every complaint will be taken seriously and treated confidentially. Via the complaints procedure we aim to restore the confidence between the ACC and its student(s).

### Submitting a complaint to the ACC

1. A complaint must be submitted in writing by email to [legal@counselling.nl](mailto:legal@counselling.nl). The management of the ACC will handle the complaint.
2. The complaint must contain at least the following information:
  - Name
  - Address
  - Telephone number
  - E-mail address
  - Training programme
  - Date and time of the event
  - Description of the event
  - The possible person(s) involved in the occurrence of the event
  - The purpose/goal of the complaint

### Handling of the complaint by the ACC

3. The ACC sends the student a confirmation of receipt of the complaint within four working days and informs the person responsible for the occurrence of the complaint. Complaints are always treated confidentially.
4. The ACC will give an indication of when a definitive answer can be expected by the student. Complaints will usually be processed within four weeks. If a longer period of time is needed to conduct research, the student will be notified within two weeks of the lodged complaint, explaining the delay.
5. Initially, an attempt will be made to resolve the complaint through internal mediation. If the complaint cannot be resolved through internal mediation, an investigation of the complaint will be made using the right to be heard. After this, the ACC will make a decision about the complaint.

### Dutch Complaints Board

6. If the student does not agree with this decision, he/she can submit the dispute to an external body. The ACC is affiliated with the NRTO and therefore uses the complaints procedure as determined by the NRTO. This means that disputes about the formation or implementation of agreements with regard to services to be supplied or delivered by the ACC, can be submitted by both the student and the ACC to the Dutch Foundation for Consumer Complaints Boards (De Geschillencommissie) (<https://www.degeschillencommissie.nl/english/>).

7. The Dutch Complaints Board will only handle disputes in Dutch (see paragraph 12 below for international students) and only if the student has first submitted his/her complaint to the ACC and this has not led to a satisfactory solution for both parties.
8. A dispute must be submitted to the Dutch Complaints Board within twelve months of its occurrence.
9. If the student submits a dispute to the Dutch Complaints Board, the ACC is bound by this choice.
10. If the ACC wishes to submit a dispute to the Dutch Complaints Board, the ACC must first ask the student in writing to agree with this within five weeks. The ACC shall thereby notify the student that, after the aforementioned period has expired, it will have the right to submit the dispute to the ordinary court.
11. The Dutch Complaints Board makes a decision with due observance of the provisions of its applicable regulations. The decision of the Dutch Complaints Board will be binding for the ACC.
12. In case the student is a citizen of the Netherlands, who does not speak Dutch and wants to file a complaint with the Dutch Complaints Board, he/she can ask someone in their network for assistance with filing a complaint. Or, if the student is a citizen of the EU, Norway or Iceland who lives outside of the Netherlands, and would like to file a complaint with the Dutch Complaints Board, they can contact the European Consumer Centre (ECC) in their own country for assistance in their own language. The ECC is not allowed to advocate on the student's behalf at the Complaints Board, they can only assist the student. The ECC provides information on consumer rights within the EU. For further information in English you can visit [www.eccnederland.nl/en](http://www.eccnederland.nl/en).

### **General provisions**

13. Dutch law applies to the Study Agreement between the ACC and the student.
14. The ACC is not obliged to take on a complaint concerning an event that took place more than six months before the complaint was submitted.
15. The ACC is not obliged to take on a complaint concerning an event that has been submitted to the judgment of a judicial body through the initiation of proceedings.
16. If the ACC decides to not take on a complaint, the student will be notified of this in writing no later than four weeks after submission of the complaint.
17. Documents related to a complaint will be saved by the ACC for 2 years after the complaints procedure has been finalised.