

## COMPLAINTS PROCEDURE

This policy is meant for possible grievance. We take all complaints seriously and this procedure is meant to hear all voices concerned, and to come to a solution that has the intention to do justice to the parties involved, and to guarantee or improve the quality of the programs offered.

If the complaint is relatively minor, the participants should have a discussion with the teacher(s) to see if it can be resolved informally. In most cases, such a meeting where both parties can be heard, is enough to resolve the issue. If the grievance is serious, or the participant feels the issue has not been satisfactorily resolved, the participant can log a complaint, orally or in writing to [info@lotheijke.com](mailto:info@lotheijke.com). All parties involved strive to solve the complaint and come to a solution. When necessary, the teacher(s) will be involved in this process as well. Complainant will receive a confirmation of reception of the complaint within 4 weeks (holiday periods excluded), and a proposed solution 4 weeks after this. If more time is needed, complainant will receive notice of this, with an indication of the expected timeframe needed.

In case it is not possible to find a solution, the complainant can turn to the complaints commission, to the attention of Mrs. R. Siemons, via email [complaints@lotheijke.com](mailto:complaints@lotheijke.com). The email should contain the name+address of the complainant, a clear description of the issue, the person or situation that the complaint is about and the reason why a complaint is being logged, plus a description of what has been done so far to reach an agreement. The complaints commission is not obliged to handle the complaint if one of the above is not included in the email, or if the incident took place more than 6 months before logging. Member(s) of the commission will hear all parties involved before coming to a decision. This will usually take 6 weeks. In case of force majeure such as illness, the commission will notify the writer and give an indication of the timeframe. The commission's decision is binding. Possible consequences following the decision will be dealt with as soon as possible. Logging a complaint does not discharge the writer from payment. Complaints and the procedure will be saved for 5 years, and kept with care and confidentiality.