

## COMPLAINTS REGULATIONS

Goes, March 1, 2020

### COMPLAINTS FROM PARTICIPANTS IN THE LANGUAGE COURSES BY TIJD VOOR TAAL IN ZEELAND

Tijd voor Taal in Zeeland has a scheme for the treatment of complaints about behaviour of its teachers towards a student. The existence of this complaint scheme is brought to the attention of a contractor or volunteer at the beginning of language training.

A complaint is a written notification – supported by evidence of a written and/or digital nature – of a customer, a contractor or a volunteer about dissatisfaction with the service of Tijd voor Taal in Zeeland regarding a customer's behaviour.

A complaint may relate to dissatisfaction with a contractor, administrative support, the route performed and used or about the teaching material at Tijd voor Taal in Zeeland or may relate to a customer of a contractor or a volunteer of Tijd voor Taal in Zeeland.

The scheme means that a written complaint relating to a teacher's conduct against this participant against this participant may be submitted to the complaints committee by or on behalf of a participant in the training.

A complainant files his/her complaint to Tijd voor Taal in Zeeland, Nieuwstraat 29, 4461CD in Goes.

A complaint is dealt with in all cases by the complaints committee.

- Tijd voor Taal in Zeeland sets up a complaints committee on a contract. This method is followed in order to obtain a very close to the practice of the student's complaint scheme. The decision of the complaints committee is binding.

The committee has three members. These are:

- an independent member, also chairman of the complaints committee;
- a member, Deputy Chairman;
- a member, appointed as representation from the organisation, who is the client of Tijd voor Taal in Zeeland. Members of the Commission should not have any links in any way with parties which are also opposed to similar contracts.

The complainant and the person who has complained will receive the complaint within two weeks.

The complainant and the complainant complained about are in all cases given an oral or written explanation by the complaints committee to comment on the conduct complained about. Both the complainant and the person who complained about can assist themselves in the handling of the complaint.

The complainant and the complainant who complained are informed by the complaints committee within six weeks of the submission of the complaint, written and reasoned, of her judgment on the merits of the complaint, accompanied by recommendations.

Tijd voor Taal in Zeeland will carry it out as soon as possible.

By way of derogation from the above term, the complaints committee shall make reasons for this to the complainant and the person who has complained, indicating the time limit within which the complaints committee will give its opinion on the complaint.

The Complaints Committee draws up its own rules (see Annex). Tijd voor Taal in Zeeland ensures that the complaints committee carries out its work according to a regulation to be drawn up by this committee.

Tijd voor Taal in Zeeland, the complainant and the complaints committee shall inform the complainant and the complaints committee in writing within one month of receipt of the opinion of the complaints committee whether it will take action as a result of that judgment and, if so which. By derogation from the four-month period, Tijd voor Taal in Zeeland shall make reasons for it to the complainant and the complaints committee, indicating the time limit in which Tijd voor Taal in Zeeland will make his position known to them.

If the complainant feels that the school has not resolved the complaint properly, he may consider going to the College of Arbitration. There are costs involved; these can be found in the online complaint form on [www.raadvanarbitrage.nl](http://www.raadvanarbitrage.nl).

Tijd voor Taal in Zeeland will draw up a public report per calendar year, indicating the number and nature of the complaints dealt with by the Complaints Committee.

A applicant who has not requested in writing to Tijd voor Taal in Zeeland to act in advance in accordance with what was requested in the petition and Tijd voor Taal in Zeeland did not give a reasonable time to comply with that request, is declared inadmissible.

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## Annex

### Complaints Committee Tijd voor Taal in Zeeland

The Complaints Committee of Tijd voor Taal in Zeeland is tasked with dealing with the complaints submitted to it and the coming to an independent opinion on the matter. The complaints committee has three members:

- an independent member, also chairman of the complaints committee;
- a member, also deputy chairman;
- a member appointed as representation from the client.

An alternate shall be appointed for each member. If a member is prevented, his/her deputy will take part in the meeting.

Tijd voor Taal in Zeeland ensures that vacancies within the committee are provided in a timely manner.

The meetings have a private character. The agenda for each meeting is put together by the President and sent to members. At the same time as the calendar, members also receive copies of all complaints received since the previous meeting.

The second member serves as deputy chairman. It is appointed independently.

The third member represents the client: In order to prevent conflicts of interest, the representatives do not expect to have any links to parties that also opt out of similar contracts.

The members of the committee are entitled to an expense allowance of 50 euros per session. The committee meets as often as necessary, depending on complaints submitted. The complaints committee reports annually on its work in a public report. Contractors of language school Tijd voor Taal in Zeeland cannot be appointed as members of the committee. Every contractor involved in this training is obliged to cooperate fully with the committee's work.