



Complaints Regulations of EURObizz Academy BV

Article 1 Definitions

In this arrangement the following definitions apply:

- a. board: the board of EURObizz Academy BV.
- b. person concerned: the person whose act or omission relates to the complaint.

Article 2 Right of complaint

1. Every customer has the right to change the way in which EURObizz Academy BV engages has behaved towards him in a certain matter, one at the board submit a complaint. This can be on behalf of the organization or on behalf of one pupil / participant that he represented. Can not complain about the content and justification of a binding decision by a designated third party party who has been requested to mediate independently in a complaint.
2. A behavior of a person employed by or hired by EURObizz Academy BV, is regarded as a behavior of EURObizz Academy BV, insofar as this conduct can be attributed to EURObizz Academy BV.
3. Persons working at EURObizz Academy BV are understood to mean:
 - a. the management of EURObizz Academy BV;
 - b. the employees of EURObizz Academy BV;
 - c. the trainers who work for EURObizz Academy BV to carry out;
 - d. guest speakers who contribute at the request of EURObizz Academy BV;
4. The persons referred to in the third paragraph can only submit a complaint for as far as they are parties or interested parties in a EURObizz Academy BV litigation, a party or an interested party in such proceedings representing or assisting or being a witness or expert in it.
5. Complaints can only be submitted in writing. This can be done per mail as per email, with email being preferred.
6. Complaints are always treated confidentially

Article 3 Complaints

1. A complaint must be signed (at least digitally) and at least contain:
 - a. the name and address of the submitter;
 - b. the date;
 - c. a description of the conduct against which the complaint is directed and the time of the behavior.
2. Complaints, which are not dated, are considered to be dated on the day of receipt.

3. If the complaint is made in a foreign language and a translation for one good treatment of the complaint is necessary, the petitioner must ensure wear for a translation.
4. If the complainant is a minor or has been placed under guardianship, then the complaint is signed by the parent or guardian custody or the school to which the student belongs.

Article 4 Disputation amicably

1. At every stage of the complaint handling the board can check whether the complainant can be satisfied through an informal handling of his complaint to become.
2. As soon as the board satisfies the complaint to the satisfaction of the complainant the obligation to continue to apply this regulation expires. In that case, the complainant will receive a written notification of the closure of the procedure. A copy of this notification will be sent to the person concerned provided.

Article 5 Assistance from the complainant

1. The complainant and the person concerned may be assisted by an authorized representative or be represented.
2. The board may require a written authorization from an authorized representative.
3. The board can provide assistance or representation by a person against whom serious objections exist, refuse.

Article 6 Confirmation of receipt; forwarding and sending and administration

1. The board will acknowledge receipt of the complaint in writing of the date of receipt of the complaint and with a copy of this scheme. This takes place within no more than 7 working days after receipt.
2. The management shall send the complaint for treatment of which there is apparently another competent authority shall, without delay, refer to that authority at the same time communication to the petitioner.
3. The board will send the complaint, which is not intended for him and which does not will be forwarded to the submitter as soon as possible.
4. The board will send the person concerned a copy of the complaint and the accompanying documents sent pieces.
5. The board may decide that the complaint does not comply with Article 3, first, third paragraph or fourth paragraph, not to be treated, provided the petitioner has the opportunity to complete the complaint within a period to be set by the board.
6. The board registers and administers petitions received and ensures good progress control.

Article 7 No obligation to handle complaints

1. The board is not obliged to handle the complaint if it relates has on a behavior:
 - a. about which the complainant has previously filed a complaint with compliance with this regulation has been settled;
 - b. which took place more than a year before the submission of the complaint;
 - c. that has not previously been demonstrably made known to EURObizz Academy BV, so that it has been given the opportunity by the complainant to take appropriate action to correct or otherwise resolve the behavior.
2. The board is not obliged to handle the complaint if the interest of the complainant or the weight of the conduct is manifestly insufficient.
3. The Board will notify the complainant of not handling the complaint as soon as possible but no later than four weeks after receipt of the complaint in writing.

Article 8 Opportunity to hear

1. The board will give the complainant and the person concerned the opportunity heard.
2. The hearing of the complainant can be waived if the complaint is apparent is unfounded or if the complainant has declared that he / she does not want to use it making the right to be heard.
3. The hearing of the person involved can be waived if the complaint is not filed treatment is taken if the complaint is manifestly unfounded or if the person concerned has stated that he / she does not wish to make use of the right to be heard.
4. A report is made of the hearing.

Article 9 Treatment and decision

1. The board shall deal with the complaint within six weeks or - if the provisions of Article 11, first paragraph apply - within ten weeks of receipt of the complaint.
2. The board can postpone the treatment for a maximum of four weeks. The adjournment will be communicated in writing to the complainant and the person concerned.
3. When the complaint concerns a member of the board, this member does not participate in the handling of the complaint, but an external party is chosen, as stated in article 11.

Article 10 Dismissal

1. The board informs the complainant and the person concerned in writing, stating reasons, of the findings of the investigation into the complaint and of the possible conclusions it attaches to it.
2. If subsequently a complaint can be lodged with a person or college appointed to handle complaints about the person to whom the complaint relates, this will be mentioned in the notification.

Article 11 External mediator

1. The board may request an external mediator to handle the complaint independently. In that case, Articles 12 and 13 apply. In such cases, such a request is submitted to the external mediator HAvZ Mediation in The Hague, affiliated with the Mediators Federation of the Netherlands (MfN).

2. If a member of the board is part of the complaint or if both parties do not agree, the board will request an external mediator to handle the complaint independently and in a binding manner for both parties.
3. The person to whom the complaint relates does not form part of the mediator.
4. The board can only give the external mediator general instructions.

Article 12

1. As soon as the board decides to call in the external mediator, the board informs the complainant and the person concerned that an external mediator has been charged with the handling of the complaint.
2. The hearing is done by the mediator.
3. The external mediator can delegate the hearing to the chairman or a member of the external committee.
4. The external mediator decides on the application of article 8, second paragraph.
5. The external mediator sends a report of findings, accompanied by the binding decision for both parties to both parties and any recommendations to the board.
6. The report contains the report of hearing.

Article 13

If the previous conclusions of the board referred to in Article 10, first paragraph, deviate from the decision of the external mediator, the binding decision will state the reason for this deviation by the external mediator. Together with the explanation of the binding decision taken, this is sent to both the management and the complainant.

Article 14

The board of EURObizz Academy is responsible for registering the written complaints submitted to it. Complaints are saved for registration and handling for the 24-month period. This retention period commences on the date on which the settlement is concluded internally or externally.

Article 15 Historical complaints

1. The complaints procedure adopted by the board of EURObizz Academy BV per the following date will also be declared applicable to complaints that have not yet been submitted and relate to a behavior in a year prior to the entry into force of this regulation. For complaints relating to a behavior of more than one year before the entry into force of this regulation, article 7, first paragraph, sub b applies.
2. Complaints that are already pending on the following date of entry into force of this regulation will be handled with the application of this complaints procedure.

Article 16 Official title, publication and entry into force

1. This regulation can be cited as a complaints procedure of EURObizz Academy BV.
2. The regulation is referred to in the information package that is provided to new or potential customers of EURObizz Academy BV.

Thus adopted at The Hague on 20 September 2018
September 2018 version