



Taalbureau Huijts - Complaint Procedure

This complaint procedure relates to all complaints that are the result of the actions, or the nonfulfillment, of a person acting on behalf of Taalbureau Huijts.

Premise

- Taalbureau Huijts attaches great importance to customer satisfaction with the language lessons and everything that goes along with them. That is why Taalbureau Huijts is always open to complaints.
- The definition used for complaints is as follows: a complaint is an expression of dissatisfaction addressed to Taalbureau Huijts regarding its services or a person acting on behalf of Taalbureau Huijts, whereby a response or solution is explicitly or implicitly expected.
- To be able to process a complaint, it must meet the following conditions: always in writing (email is also accepted), with name and address details.

Complaint procedure

A complaint can be submitted in the following way:

- Per mail (klachten@taalbureauhuijts.nl)
- Per post (Paardeweide 5C, 4824 EH Breda)

1. Receipt

Every complaint received in writing (by email or letter) by Taalbureau Huijts will be forwarded to the person responsible for handling this complaint.

- In principle, the owner of Taalbureau Huijts (Kenneth Stewart) is ultimately responsible for handling the complaint.
- If (part of) the complaint concerns the actions of the owner (Kenneth Stewart), then he cannot be responsible for the handling of this complaint. In this case, the other owner (Lisanne Stewart) is responsible for handling the complaint.
- If the complaint concerns one of the teachers of Taalbureau Huijts, the complaint will be discussed with the relevant teacher, unless the complainant indicates that this is not desired.



- All complaints are recorded in a complaint register. For each complaint, the following information is included in the complaints register: name, telephone number and email address of the complainant, description of the complaint, date of receipt, confirmation email and resolution.
- All documents relating to the complaint will be kept for a minimum of 1 year after completion of the handling of the complaint.

2. Confirmation

After Taalbureau Huijts receives a complaint in writing (by email or letter), a confirmation email will be sent to the complainant within 5 working days.

- With the confirmation email, the complainant receives information about the steps that will be taken.
- All complaints are managed confidentially.

3. Contact

If more information is required to be able to process the complaint, the person responsible for the complaint will contact the complainant. Contact can be made by telephone or in writing. Should the complaint be rejected then the complainant will be informed per email within 4 weeks of receipt.

4. Consultation

If necessary, the person responsible for handling the complaint will consult with other employees or with the complainant's teacher. The person responsible for handling the complaint then proposes a solution or possible solution directions.

- The person responsible for handling the complaint will contact the complainant in writing within 5 working days after the consultation. In this email, solutions and / or solution directions are discussed.
- If necessary, additional consultation takes place between the complainant and the person responsible for handling the complaint.
- The aim is to reach an agreement with the complainant regarding a resolution as quickly as possible, but certainly no later than 6 weeks after the receipt of the complaint.

5. Resolution

If the complainant agrees with the solution, then agreements will be made to that end.

- When the complainant and Taalbureau Huijts agree on a resolution, it will be confirmed in writing to the complainant within 3 working days after the agreement.
- With this confirmation, the complaint is considered settled.



- When the complainant and Taalbureau Huijts cannot agree on a resolution, then the procedure continues with step 6.

6. Conflict

If the complainant and Taalbureau Huijts cannot reach agreement on the handling of a complaint, the complainant can take the following actions:

- Submitting the issue to the Arbitration Board of Blik Op Werk. 6.1.1. Taalbureau Huijts will adhere to the final verdict of the board.
- Submitting the issue to the court if the contract between Taalbureau Huijts and the complainant provides a basis for this.