

Complaints procedure

Mondo taalbureau B.V. has an arrangement for handling complaints.

The existence of this complaints procedure is brought to the attention of every student at the start of the language course and is brought to the attention of a contractor, volunteer or administrative support person at the start of an assignment.

A complaint is a written report - supported by proofs of a written and / or digital nature - from a customer, a contractor, an administrative supporter or a volunteer about dissatisfaction with regard to the services of Mondo taalbureau B.V.

or from a contractor, a volunteer, an administrative supporter from Mondo taalbureau B.V. with regard to the behavior of a customer.

A complaint can relate to dissatisfaction with a contractor, with administrative support, with the process implemented and used or with the teaching materials used at Mondo taalbureau B.V.

or may relate to dissatisfaction with a client of a contractor, a volunteer or administrative support from Mondo taalbureau B.V.

Procedure:

A student must submit his / her complaint in writing to Mondo taalbureau B.V., Offenbachlaan 30 4384 ME Vlissingen. The complaint is handled by an independent employee who is not involved in the complaint himself.

If the complaint is not resolved to the satisfaction of the complainant, the complainant can give the complaint to the complaints committee. Mondo taalbureau B.V. sets up a complaints committee for each assignment. The complaints committee consists of three independent members.

The complainant and the person complained about will receive a notification of receipt of the complaint within two weeks.

If a complaint is not handled, the person submitting the complaint will be notified within four weeks of the date of receipt.

The complainant and the person who is the subject of the complaint will in all cases be given the opportunity by the complaints committee to provide an oral or written explanation of the behavior about which the complaint has been made. Both the complainant and the person complained about can be assisted in handling the complaint.

The complaints committee will within six weeks of submitting the complaint, the complainant and the person who is the subject of the complaint inform in writing and with reasons, of its opinion on the merits of the complaint, whether or not accompanied by recommendations. Mondo taalbureau B.V. will implement this as soon as possible.

In the event of a deviation from the aforementioned period, the complaints committee will inform the complainant and the person about whom the complaint has been made, stating the period within which the complaints committee will give its opinion on the complaint.

The complaints committee draws up its own regulations. Mondo taalbureau B.V. ensures that the complaints committee carries out its work in accordance with regulations to be drawn up by this committee.

Mondo taalbureau B.V. inform the complainant and the complaints committee in writing within one month of receiving the opinion of the complaints committee whether it will take measures as a result of that opinion and, if so, which measures. In the event of a departure from the one-month

period, Mondo taalbureau B.V. makes a substantiated statement to the complainant and the complaints committee, stating the period within which Mondo taalbureau B.V. make its position known to them.

If the complainant does not accept the result of the complaints committee, he can report to the Blik op Werk complaints line. Telephone number 030 - 3030 645 on weekdays between 1:00 PM and 4:00 PM. The complainant can also send an e-mail to complaints@ikwilinburgeren.nl. The complainant can also fill in a form on the Blik op Werk website.

If the complainant finds that the school has not properly resolved the complaint, he may consider going to the Arbitration Board. There are costs associated with this, which you can find in the online complaint form on www.raadvanarbitrage.nl.

Mondo taalbureau B.V. will draw up a public report per calendar year, stating the number and nature of the complaints handled by the complaints committee.

An applicant who does not have asked Mondo taalbureau B.V. in writing in advance to act in accordance with what was requested in the petition and Mondo taalbureau B.V. has not given a reasonable period of time to comply with that request, is declared inadmissible.

Anyone who is involved in the implementation of these regulations and thereby receives access to the information of which he or she must reasonably expect to have confidentiality, and for whom not already by virtue of his office, profession or legal provision regarding that information, obligation of confidentiality applies, is obliged to maintain secrecy thereof, except insofar as any legal provision obliges him to disclose or his duty to implement this law results in the need for disclosure.