

Complaint regulations for course members of Language Institute Regina Coeli B.V. and Regina Coeli Language Courses B.V.

Introduction

Language Institute Regina Coeli B.V. and Regina Coeli Language Courses B.V., hereafter generic denoted as "Regina Coeli", take the utmost care in the offering and delivering of language and cultural training courses. Should you, nevertheless, be dissatisfied with the facilities, the programme, the behaviour of decisions of employees and/or language trainers for which you seek a solution, your mentor or the Head of Department are the designated persons to discuss your complaint with in the first instance.

We distinguish between three types of complaint:

1. Complaints which arise during the training course which should be solved immediately so as not to hinder the learning process, for example, complaints in respect of the material, an employee/ language trainer, the pace of the programme, the conditions and such like.
2. Complaints which come to light during the end evaluation of the training course, (oral evaluation by the mentor during the last day of lessons or the written evaluation contained in the evaluation form).
3. Complaints made afterwards, either by telephone, e-mail or in writing.

Procedure

1. If the complaint (A-B) has been dealt with satisfactorily by the Head of Department, this may be sufficient. The Head of Department always notifies the Director(s) of every complaint, so that any patterns may be identified and measures may be taken to prevent recurrence.
2. If, in your view, the complaint (A-B) has not been dealt with sufficiently, you may ask to discuss your complaint with the Director(s). This request will always be granted and in general, after this discussion with one of the Directors, the complaint can be dealt with adequately. The Director shall inform the language section concerned of the nature of the complaint and report back to the course member.

3. Should you still feel dissatisfied, subsequent to this, we request that you submit your complaint to the Director(s), by telephone, in writing or by e-mail. The complaint will be recorded by the Director's secretary, who will monitor the timely handling and response. The Director(s) will carry out an in-depth investigation into the matter and will report on this in writing or by e-mail. If the complaint is justified, the Director(s) shall offer the course member a proposal for settlement.

4. Should this fail to reach an agreement, you may refer your complaint to the geschillencommissie, via NRTO, of which Language Institute Regina Coeli is a member. The NRTO members are affiliated with the Stichting Geschillencommissie Consumentenzaken.
De Geschillencommissie Particuliere Onderwijsinstellingen settles disputes between the consumer and service provider in so far as the dispute relates to the services to be provided or which have already been provided and/or business. The decision of the appeal body shall be binding on the institute; any consequences shall be dealt with by the institute promptly.

Recourse to the geschillencommissie can be made after the service provider's internal complaint procedure has been exhausted and this has not led to a solution. For the handling of a dispute by the independent Geschillencommissie Particuliere Onderwijsinstellingen, the General Terms and Conditions of the NRTO member concerned and the NRTO code of conduct are key to the decision-making process.

http://www.nrto.nl/kwaliteitslabels_en_keurmerken/geschillencommissie

5. A complaint will always be treated confidentially. Complaints and the way in which they are dealt with will be registered and kept for a maximum of 26 months.