

Complaints Procedure

Term	Definition
Complainant	A current or prospective participant in a course or workshop offered by the training institute.
Complaint	The issue or deficiency identified by the complainant.
Committee	An independent group of individuals who, at the request of the complainant, review and handle a complaint following a decision by the management. The names of the committee members must be made known in advance. Instructor: Ed van Ewijk Management: Raymond Ouwens & Erik Muller Chair of the Complaints Committee: Gerard Smolenaars

Confidentiality

Complaints are treated confidentially by all parties involved. This means that information relating to a complaint may only be exchanged between the parties directly concerned until the Management or the Complaints Committee has reached a decision regarding the handling of the complaint. It is not the intention that any party discloses information about the complaint to third parties before that time, for example through social media or other public channels.

Type of Complaint	Example	Receiving Party	Format
Informal complaint	Heating issues in the classroom, missing documents	Instructor	Written
Complaint about an instructor or other participants	Behaviour, competence	Management of the training institute	Written
Complaint about course content	Does not comply with legislation, considered insufficiently comprehensive	Management of the training institute	Written, including supporting examples as an attachment
Complaint about management	Concerns relating to management	Board of the training institute	Written
Dispute	Disagreement with the decision made by management	Management / Board of the training institute	Written

Complaints Procedure

Submission of a Complaint

The complainant must submit the complaint in writing to the Management. This must be done no later than one month after the incident or situation giving rise to the complaint has occurred.

Acknowledgement of Receipt

For all complaints, the receiving party will acknowledge receipt of the complaint within five working days. The receiving party may also immediately propose a corrective action or improvement plan. In the case of complaints concerning individuals or course content, the receiving party will likewise acknowledge receipt within five working days and provide a preliminary outline of the procedure, including the expected response time.

Acceptance for Review

The Director determines whether the complaint will be formally considered. The complainant will be informed of this decision without delay. If the complaint is not accepted for review, the reasons for this decision will also be explained. Examples of grounds for not considering a complaint include insufficient information has been provided and the complaint does not relate to the training institute.

Decision

The Director of the training institute is authorised to make a decision regarding the complaint and any corrective measures or amendments that may result from it.

Resolution of Complaints

A complaint must be resolved within eight weeks of receipt. If additional time is required, the complainant will be informed in writing or by email. The receiving party will notify the complainant as soon as it becomes clear that the complaint cannot be resolved within the prescribed timeframe.

The complainant will be informed of the decision and any follow-up actions within the stated period. Any corrective measures will be implemented as soon as possible. Once these measures have been completed, the complainant will be notified accordingly. In some cases, implementing the required corrective actions may take longer than the complaint-handling period itself. Where this occurs, the complainant will be informed of the expected timeframe.

Appeal Against a Decision

If the complainant does not accept the outcome of a complaint—whether or not it has been formally considered—the complainant may refer the matter to the Complaints Committee. In such cases, the complainant must inform the Management that they wish to contact the Complaints Committee. The Management will then forward all documentation relating to the complaint, which will subsequently be treated as a dispute, to the Complaints Committee as soon as possible. The complainant will be informed when this has been done.

Objection to the Composition of the Complaints Committee

The Complaints Committee consists of an independent group of individuals appointed by the Management. If the complainant believes that the Complaints Committee cannot demonstrably act independently, alternative committee members may be appointed.

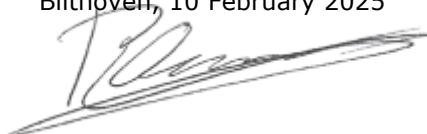
Decision of the Complaints Committee

The Complaints Committee will take over the handling of the complaint or dispute directly with the complainant. The Committee will issue a decision and notify all parties involved. The decision of the Complaints Committee is binding on all parties, even where the organisation's articles of association state that the Committee's decision is issued as an advisory opinion.

Complaint Registration

Complaints are always regarded as an opportunity for improvement within the training institute. The Management of the training institute records all complaints, together with the manner in which they have been resolved, and retains these records for a period of two years. The Complaints Committee maintains records of all disputes referred to it.

Bilthoven, 10 February 2025



Director
Cortex B.V.
Version 1

¹For readability, this document uses masculine pronouns when referring to individuals. Wherever "he", "him", or "his" is used, this should be understood to include "she", "her", and "hers" as well.