

Learn2speak Dutch Complaints Procedure

1. If the Client is dissatisfied with Learn2speak Dutch's service or has any other complaints about the execution of their assignment, the Client may submit a complaint to Learn2speak Dutch. 'Complaint' means: 'any expression of dissatisfaction regarding a conduct, action, or omission by (an employee of) Learn2speak Dutch.
2. Prior to the conclusion of the Agreement, the Client will be informed how Learn2speak Dutch will handle a complaint. The Client is requested to review the content of this article prior to receiving Learn2speak Dutch's services. The content will also be posted on the Learn2speak Dutch website.
3. The Client must report complaints as soon as possible, but no later than one week after the relevant reason that led to the complaint. Complaints can be submitted orally or in writing via effie@learn2speakdutch.nl with the subject line 'Complaint'.
4. The complaint must contain at least the following information:
 - a. the name, address, telephone number, and email address of the Client;
 - b. the date the complaint arose;
 - c. the name of the employee to whom the complaint relates, if applicable;
 - d. a brief description of the content of the complaint.
5. The complaint must be sufficiently substantiated and/or explained by the Client for Learn2speak Dutch to process it, including any supporting evidence.
6. Learn2speak Dutch will confirm receipt of the complaint as soon as possible, but no later than two weeks after receipt. If a complaint is not processed, the Client will be informed of this within four weeks of receipt, with a substantiated explanation. Complaints will be dealt with within six weeks after receipt. The complaint will be handled by an independent employee who is not personally involved in the complaint.



7. Learn2speak Dutch is not obliged to handle the complaint if:
 - a. the complaint has not been submitted correctly;
 - b. (the service of) Learn2speak Dutch is not the subject of the complaint;
 - c. the complaint relates to conduct that has already been dealt with in a previously submitted complaint;
 - d. the complaint relates to conduct that took place more than 12 months before the complaint was submitted.
8. Learn2speak Dutch will register and keep track of all incoming complaints. Learn2speak Dutch will in any case register the date of receipt of the complaint, the date of the confirmation of receipt, the person handling the complaint, the outcome of the complaint handling and the date on which the complaint was resolved.
9. If the complaint has been demonstrably resolved or if the complaint can be registered as resolved, Learn2speak Dutch will notify the Client.
10. Learn2speak Dutch guarantees that at least 80% of the complaints will be dealt with within the period specified in this article.
11. Learn2speak Dutch will report and evaluate the registered complaints at least once a year in order to implement improvement measures if necessary.
12. The parties will attempt to reach a solution together. If the parties are unable to reach a solution together, the dispute will be settled by the competent court as referred to in Article 20(4) of the General terms and conditions.
13. If the complaint is not resolved to their satisfaction, newcomers may submit the complaint to the Arbitration Board of Blik op Werk for a fee.