

**COMPLAINTS HANDLING PROCEDURE  
CHRIS P. ODIJK & XANDRA LAMMERS  
ENGLISH COURSES & TRANSLATIONS**

**1. Definition of complaint**

For the purposes of this complaints handling procedure, a complaint means any written expression of dissatisfaction addressed to Chris P. Odijk & Xandra Lammers – English Courses & Translations about the execution of any course or other training event, the quality of education, the amount of an invoice or the general terms and conditions governing the course or other training event.

**2. Scope of application**

- 2.1 This complaints handling procedure applies to every course or other training event offered by Chris P. Odijk & Xandra Lammers – English Courses & Translations in the context of Permanent Education for Interpreters and Translators and for which the student or participant has enrolled.
- 2.2 Chris P. Odijk & Xandra Lammers – English Courses & Translations processes the complaints pursuant to this complaints handling procedure.

**3. Objects**

The objects of this complaints handling procedure are the following:

- To lay down a procedure for handling complaints submitted by students/participants in a constructive manner within a reasonable period.
- To retain and improve existing relations through the proper handling of complaints.
- To improve the quality of the courses/training events through complaints handling and complaints analysis.

**4. Information provided at the effective date of the course/training event**

- 4.1 This complaints handling procedure is published on the website [www.chrisodijk.nl](http://www.chrisodijk.nl).
- 4.2 The general terms and conditions governing every course or other training event includes a reference to the existence of this complaints handling procedure.

**5. Internal complaints handling procedure**

- 5.1 If a student/participant in a training event contacts Chris P. Odijk & Xandra Lammers – English Courses & Translations with a complaint about the execution of a course or other training event, the quality of education, the amount of any invoice or the general terms and conditions governing the course or other training event, the

student/participant and Chris P. Odijk & Xandra Lammers – English Courses & Translations jointly will try to reach a solution.

- 5.2 If the complaint has been handled to the satisfaction of the student/participant, Chris P. Odijk & Xandra Lammers – English Courses & Translations will confirm that to the student/participant in writing.

## **6. External complaints handling procedure**

If a complaint is not solved – even after intensive consultation – to the satisfaction of the student/participant, it will be submitted to the competent court.

## **7. Confidentiality and complaints handling at no cost**

- 7.1 Chris P. Odijk & Xandra Lammers – English Courses & Translations agrees to observe confidentiality in respect of the complaints handling process.
- 7.2 The student/participant in a training event who submits a complaint does not owe any fee for the internal handling of this complaint.
- 7.3 As for the external handling of complaints, the rates as adopted and published on [www.rechtspraak.nl](http://www.rechtspraak.nl) apply.

Amsterdam, February 2016