



## **Complaints procedure Another-View**

The employees at Another-View strive to offer quality and care of duty in their trainings and coaching. However things don't always work as expected. Another-View will do its utmost to thoroughly and carefully address a notification of a complaint that reaches us in order to find a resolution that is acceptable to all parties involved. Should this not be the case then a complaint may be filed with our Complaints commission.

### **Definitions:**

#### *Complaint:*

A written expression of discontent with/about a training, educational course or coaching directed to the Complaints commission with a request to initiate an investigation and to render a decision.

*Complainant:* The person who has submitted a written complaint to the Complaints commission.

### **The complaints procedure aims to achieve the following:**

- a. Equitable treatment of the individual complainant;
- b. Promote enhancement of the quality of Another-View as educational institution and the participating trainers, coaches and assistants.

### **Structure of the Complaints commission:**

The Complaints commission consists of three members, two of which are independent of Another-View, namely:

- Mr. J.H. Calon / Senior Consultant Labour conditions (member of the Complaints commission).  
Email [Koolhaas-calon@wxs.nl](mailto:Koolhaas-calon@wxs.nl) / phone 010-4612102
- Mrs. C.H. Schotborgh-van Zanten/Retired dentist fear guidance, coach (member of the complaints commission).  
Email [koraalcoachinghattem@gmail.com](mailto:koraalcoachinghattem@gmail.com) / phone 0653188054.
- Mrs. M. Langbroek, co-owner at Another-View (secretary).  
Email [marian@another-view.nl](mailto:marian@another-view.nl) / cell phone +31 (0) 651340885.

### **Submission and treatment of a complaint:**

The Complaints commission will accept the complaint for treatment if and when:

- The complaint has been sent within two weeks after the end of the relevant training or coaching.
- The complainant, prior to the complaint, has attempted to discuss the complaint with the trainer, coach or organiser.
- The complaint contains a description of the issue that is being complained about, a motivation of the complaint and a description of the preferred decision from the commission.

1. A complaint is presented to the Complaints commission and must be addressed to:

**Another-View**

Attn. Complaints commission  
Mrs. M. Langbroek  
Sliklandseweg 1a  
3235 LB Rockanje  
The Netherlands

2. Receipt of the complaint is confirmed within ten working days to the complainant.
3. Within ten working days the Complaints commission will notify, in writing, that a complaint has been lodged and the content thereof, to the executor at Another- View to whom the complaint pertains to.
4. Within four weeks processing of the complaint will begin and, as expediently as may be reasonably expected, processing will be completed.
5. The Complaints commission is required to offer the right to speak and be heard. To do so, the parties will be heard either verbally or in writing, concerning the content of the complaint. According to the wishes of Complaints commission and/or at a party's request the parties may be heard in conjunction or separately.
6. De Complaints commission is bound to confidentiality and will protect the personal environment of persons involved.
7. The Complaints commission can obtain advice from experts. These experts are also bound to confidentiality.
8. While the complaint is being processed, parties may contract assistance, at their own cost, from one or more persons they designate. The Complaints commission decides, and states the reasons for this decision, whether to allow these persons to be present during Complaints commission hearings.
9. After investigation by the Complaints commission, it will decide, in consultation with the parties involved, whether mediation and/or ruling on the complaint will be pursued.
10. The Complaints commission will decide to cease complaints hearings if the complaint is retracted or if the complainant is satisfied - and the complainant has agreed - that mediation has resolved the complaint. This may also be the case if the complainant declines to be heard or questioned, in which case the complaint will be deemed not to have been filed.

**Deciding on the complaint:**

11. When a decision is reached the Complaints commission appraises parties in writing, as soon as possible of the decision that has been reached, i.c. within sixty working days after receipt of the complaint, stating the decision and the grounds for reaching the decision. If the Complaints commission does not adhere to this term, the commission will announce this to parties stating the underlying reasons and the term within which the Complaints commission will reach a decision.

12. The Complaints commission declares in its decision whether a complaint is
  - non admissible
  - founded
  - unfounded.
13. If the Complaints commission declares the complaint founded it can include recommendations or an advice in its decision.
14. The decision of the Complaints commission is binding for Another-View.
15. Consequences resulting from the judgment of the Complaints commission are settled within six weeks.

**Other:**

16. The Complaints procedure does not preempt any possibility to address civil courts or other admissible regulatory bodies.
17. Complaints and the manner in which they have been handled are registered and kept on record for one year.
18. This Complaints procedure is effective per 1 January 2014.

Note: The Dutch Complaints procedure Another-View and the text there in is our official document. This translation is only provided for your understanding.