

## **Complaints Handling Procedure for language courses provided by UvA Talen B.V.**

### **What should I do if I have a complaint?**

Quality is very important to us. If you are not satisfied with a course, please contact your contact person at UvA Talen within ten working days, by calling +31 (0)20 5254637 or sending an email to [trainers@uvatalen.nl](mailto:trainers@uvatalen.nl). We will do our best to respond to your needs and will give your message priority.

Of course you can also talk to your teacher directly about your wishes, to avoid losing time and to make sure you get the most out of your language course.

If the complaint concerns your designated contact at UvA Talen, please address the complaint directly to the Managing Director, by telephone, email, mail or fax. We will contact you within one working day after receipt of your complaint to discuss how it will be handled.

### **Procedure**

If your complaint is found to be wholly or partially valid, we will present you with a proposal for redress or compensation within five working days. If you agree to this proposal, the complaint is thereby resolved.

If we cannot agree on its resolution, it will be referred to the Ombudsman of the University of Amsterdam. The judgement of this reviewing body is binding for UvA Talen, and we will carry out any actions resulting from this without delay.

If we are not able to provide you with a proposal for redress within five working days, for example because we need to gather more information, we will inform you of this within five working days, giving reasons for the delay.

### **Confidentiality**

We handle any complaints we receive with strict confidentiality.

### **Record**

Any complaints and their means of settlement are recorded in our administration and these records are kept for at least two years.