

COMPLAINTS PROCEDURE

Complaints procedure MOTOR LEARNING INSTITUTE

General

This complaints procedure aims to handle complaints from relations (internal and external) of MOTOR LEARNING INSTITUTE in a careful manner.

Introduction and registration of complaint

For less serious complaints, you are requested to consider discussing them first by telephone or in a personal conversation with your contact person, to see if a solution can be found that way. In case of serious complaints, or if you do not wish to discuss the complaint verbally, or if verbal consultation does not yield the desired result, you can describe the complaint on the enclosed form and send it to the attention of MOTOR LEARNING INSTITUTE. If necessary, you can submit the complaint by telephone, where an employee of our organization will fill in the form. You will then be asked (by post) to sign the form to confirm that the complaint has been correctly described.

Responsibilities regarding handling

MOTOR LEARNING INSTITUTE will either handle the complaint itself or in any case supervise its handling. In the case of serious complaints about assignments, an expert not involved in that assignment, is designated as responsible for handling the complaint. This is AN-i Professional Regulations, which you can reach via e-mail vannetten@an-i.nl or telephone number 08877-08855. The judgment of this independent third party will be binding.

Whistleblower policy

MOTOR LEARNING INSTITUTE will always take complaints seriously and act confidentially and with due care. It is our intention that persons from outside the office as well as internal employees can freely raise alleged irregularities by means of this complaints procedure; filing a complaint will not prejudice their legal position.

Course of complaint treatment

MOTOR LEARNING INSTITUTE will immediately process the complaint. On the basis of the completed complaint form and hearing from those involved within MOTOR LEARNING INSTITUTE, the best possible picture will be formed of the content and situation surrounding the complaint. During the procedure you may be asked to provide a further written explanation of the complaint.

Subsequently, MOTOR LEARNING INSTITUTE, if applicable in consultation with the external auditor or other expert(s), will decide on your complaint and notify you of this decision in writing. If you are fully or partially successful, it will be examined whether some form of compensation and/or other remedy is appropriate, and whether and if so what measures can be taken internally to prevent the problem from recurring. The complaint will be registered and stored for a period of 1 year.

We aim to respond substantively within 2 weeks of receipt of a complaint; if this is not successful, you will be informed of the reason for the postponement, and an estimate will be given within which period the board thinks it will be able to come up with a response.