

## **Complaints procedure Consumer**

### **Article 1: Definitions**

1. Enkhuizer Maritime Academy established in Enkhuizen, hereinafter referred to as EZS
2. Complainant: a participant in an education or training course at the EZS or a parent or (other) legal representative of a minor participant;
3. Complaint: complaint about the organization or content of the education or training at EZS or the way in which (if applicable) it is provided.
4. Complaint does not mean a complaint as a result of sexual intimidation, discrimination, aggression, violence, bullying or intimidation. A separate complaints procedure applies for this.
5. Complaints also do not include a complaint about the content or assessment of an exam. The complainant submits such complaints to the Examination Board.

### **Article 2: Filing a complaint**

1. The complaint must be submitted in writing, substantiated and signed to the management of EZS.
2. There is no right of complaint against a decision of general application.

### **Article 3: Handling the complaint**

1. The management confirms receipt of the complaint to the complainant within 14 days.
2. The management provides the complainant with all relevant information with regard to the complaint that the management has at its disposal.
3. Within a maximum of 4 weeks after receipt of the complaint, the management will give the complainant the opportunity to explain his complaint. A report of this explanation is drawn up and sent to the complainant.

### **Article 4: Judgment**

1. Within 2 weeks after the hearing, the management will make a decision in response to the complaint. The decision is communicated to the complainant in writing and includes at least the findings, conclusions, responses and handling of the complaint.
2. If the complainant does not agree with the decision, he can contact the Disputes Committee for Private Education, Bordewijklaan 46, PO Box 90600, 2509 LP The Hague, telephone number: 070 - 3105310, [www.degeschillencommissie.nl](http://www.degeschillencommissie.nl).

### **Article 5: Effective date**

1. This scheme will come into effect on January 1, 2022