

## Bijlage 3 Interne klachtenprocedure

### 10. Complaint procedure

It is possible that a student or parent/guardian feels the need to lodge a complaint with the school. Do not feel embarrassed to this. We feel that complaints can help the institute and staff to make improvements that will be of benefit to everyone.

The procedure is as follows:

We divide complaints into three categories;

- complaints concerning examinations (exams and procedures), and
- complaints concerning other institute matters
- complaints concerning acting in accordance with the Code of Conduct.

In the case of complaints about examinations, contact the Vice-Principal Ms. A. Topham.

- The Vice Principal will assist the student in lodging a formal complaint with the Board of Examiners.
- The Board of Examiners will handle the WRITTEN complaint in the next meeting.
- The Board of Examiners will then inform the student, in writing, of any decisions made or of any investigations that will have to be performed.
- Should the student feel, at any point, that the complaint has been handled inadequately, then the student may make an appeal at the Appeals Board of examinations.
- The appeals term after the announcement of a decision of the exam committee or one of the examiners is four weeks (Article 7.61 paragraph 3 of the WHW).
- The Appeals Board for the examinations will decide within ten weeks of receipt of the appeal application (article 7.61 paragraph 5 of the WHW).
- The regulations of the Appeals Board for the examinations can be read at the exam agency of the EuroCollege Hogeschool.

In the case of complaints concerning other matters, students should first contact the Vice-Principal Ms. A. Topham.

- The Vice-Principal will try to solve the problem directly.
- Should the situation be of a more complex nature or that the student feels uncomfortable sharing his/her complaint with the Vice-Principal, the student can lodge a complaint with the competent authority of the institution, Mr. Drs. P.V.C.E. van de Walle. The student can take immediate action by making an appointment.
- The appointment will be scheduled by Mrs. Dijkshoorn.
- It's possible to make an appointment by phone (010-425744), via email (j.dijkshoorn@eurocollege.nl) or orally by registering via the front office on the 6th floor.
- The director will offer a solution by negotiation.

In the case of complaints concerning acting in accordance with the Code of Conduct a student should first contact the Vice-Principal ms. A. Topham.

- The Vice-Principal will try to solve the problem directly.
- Should the situation be of a more complex nature or that the student feels uncomfortable sharing his/her complaint with the Vice-Principal, the student can lodge a complaint with the competent authority of the institution, Mr. Drs. P.V.C.E. van de Walle. The student can take immediate action by making an appointment.
- The appointment will be scheduled by Mrs. Dijkshoorn.
- It's possible to make an appointment by phone (010-425744), via email (j.dijkshoorn@eurocollege.nl) or orally by registering via the front office on the 6th floor.
- If the student still believes that EuroCollege Hogeschool has not acted in accordance with this Code of Conduct he can lodge a petition with the National Commission in writing.
- Please consult the full tekst Code of Conduct.
- Complaints or petitions a student can send to:

The National Commission  
Postbus 260  
9700 AG Groningen  
The Netherlands

The following illustrates the procedure for lodging complaints :

