

Complaints Procedure

Geo-ICT Training Center, the Netherlands, strives to handle its relationships correctly. We believe it is important that you are satisfied with how we maintain contact with you and that the services are provided as agreed.

If you have any questions or concerns regarding the organization of your training, we ask that you always contact the course coordinator to resolve any issues, if possible, through the usual communication channels.

Submitting a Complaint

If, despite this, you believe that we have fallen short in our services and that Geo-ICT Training Center, the Netherlands, or the training program has not met your expectations, you may submit an official complaint. We are, of course, committed to resolving it. Please describe and substantiate your complaint as fully and clearly as possible to expedite proper handling. You can submit your complaint in writing to the board, using the following address:

Geo-ICT Training Center, the Netherlands

To: Director Mr. A.J.J. Schutte

anton.schutte@geo-ict.nl

Alternatively, you may send your signed and scanned complaint via email to:

klachten@geo-ict.nl

To ensure proper handling, please include the following in your complaint:

- A description of the complaint
- The name of the person and/or training to which the complaint relates
- The date when the incident or behavior related to the complaint occurred
- Copies of relevant documents related to your complaint
- Your name and address
- Your signature and the date of signing
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Complaints That Will Not Be Processed

In some cases, your complaint will not be processed. This occurs if:

- The director has previously addressed your complaint and made a decision
- The complaint is submitted more than three months after the incident or behavior

If your complaint is not processed, you will be notified in writing within seven working days of receipt of your complaint, with an explanation.

Complaint Registration

All complaints are registered and retained for at least two years, with your personal data handled confidentially.

Handling of the Complaint

- Complaints will be treated confidentially and addressed within seven working days and resolved as soon as possible.
- If more time is required to investigate, you will be informed within seven working days, with an explanation of the delay. We will also give you an estimate of when we expect to provide a response.
- If your complaint concerns a specific individual and you would like that person to be informed, you can indicate this when submitting your complaint. Otherwise, the individual involved will not be notified.
- The director may ask you to explain your complaint verbally. The director may also seek additional information from other parties involved.
- Once the director has formed a judgment, you will receive written notification. This notification will include a summary of the complaint, any hearings involving you and other persons involved, the findings, and a proposed solution.
- You will then have 10 working days to respond, indicating whether you find the proposed solution acceptable.
- Once the director receives your response, you will receive a written and substantiated notification of the director's findings, the final decision on the complaint, and any conclusions. This will occur within six weeks of receiving the complaint letter. This period can be extended by four weeks, in which case you will be notified.

Appeal

If the internal complaints procedure described above does not lead to an acceptable solution, you may contact the Disputes Committee.

Disputes Committee

Geo-ICT Training Center, the Netherlands, is a member of the NRTO. The Disputes Committee is established to resolve disputes between the customer and the provider, as far as these disputes relate to services and/or products to be provided or already provided by the provider.

You can only appeal to the Disputes Committee after the internal complaints procedure has been completed without leading to an acceptable solution. In handling a dispute by the Disputes Committee, the General Terms and Conditions and the Code of Conduct of the NRTO will guide the decision. The decision is binding and will be followed in all cases.

If you wish to appeal to the Disputes Committee, you can contact:

The Disputes Committee
PO Box 90600
2509 LP The Hague
www.degeschillencommissie.nl
+3170 3105310