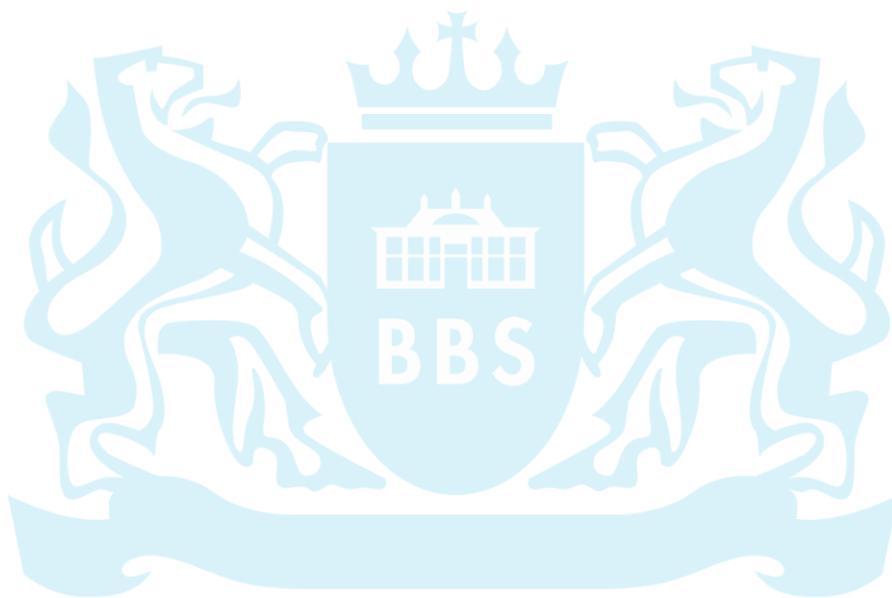




Complaints procedure





Complaints procedure Beekestijn Business School

1. Filing a complaint

Every student who, as such, participates in a course can file a complaint.

2. How a complaint must be filed

The complaint must be filed in writing and sent to the management board of Beekestijn. Complaints that are filed anonymously will not be taken into consideration. The complainant receives an acknowledgement of receipt within 1 working day, by email.

3. Withdrawal of the complaint

The complainant is entitled to withdraw the complaint at any time. The withdrawal statement will be presented in writing and will be signed by both the complainant and the management board. Subsequently, those who have been informed about the complaint by the management board will also receive notice of the withdrawal. These persons shall continue to be subject to confidentiality.

4. Period within which the complaint must be filed

It is up to the complainant to decide when to file a complaint. In certain cases, it is possible that several months elapse between the moment a complaint arises and that of filing the complaint. However, it is mandatory that this interval doesn't exceed 6 months and that, when filing the complaint, the complainant is still demonstrably affected by the consequences.

5. Investigation of the complaint

Upon reception of the complaint, the management board will invite the complainant for a consultation. This consultation will take place behind closed doors. Both complainant and management board can choose to be assisted by legal counsel of their choice, however this will be at their own expense.

6. Hearing third parties

If the management board deems it necessary, third parties can be heard, under strict consideration and confidentiality.

7. Report of the consultation

A report of the consultation, as described in point 6, will be made which will be signed by both complainant and management board.

8. Establishing decision by commission

The management board establishes a decision, which is supported by both members.

9. Handling of complaints

A filed complaint must be handled within a period of 20 working days, by determining a decision. The decision will be communicated to the complainant in writing, once again under the provision of confidentiality.

10. When the complainant disagrees with the outcome of the complaint procedure

When the complainant disagrees with the outcome of the complaint procedure, he or she can file a written complaint with an independent mediator, associated with the NMI (Dutch Institute for Mediation). The management board will abide by the decision of the NMI.

11. Retention Period

Filed complaints as well as documents on the handling of those complaints will be kept on file 2 years.