

The individual partners in The Human Effect and the The Human Effect Beheer partnership [hereinafter to be called: The Human Effect] strive for the perfect provision of service. Should you be dissatisfied despite our efforts, please let us know. A discussion with the supervisor concerned [trainer, coach, consultant] usually produces a satisfactory solution. Should that not be the case, you can submit a complaint. This procedure sets out information about how to submit a complaint and within what timescale you can expect a response.

### **1. DEFINITIONS**

- 1.1 Complaint. Any written notification [e-mail] of dissatisfaction on the part of a client or a user about The Human Effect's activities or service provision.
- 1.2 Client: The person with whom The Human Effect has concluded a contract [order confirmation].
- 1.3 User. Everyone who makes use of The Human Effect's activities and services as a result of an agreement between client and The Human Effect.

### **2. SUBMITTING A COMPLAINT**

A complaint can be submitted up to 3 months after delivery of the service concerned. A complaint must be submitted by e-mail, stating:

- name, organisation, telephone number;
- name of supervisor involved;
- clear description of the complaint;
- any previous correspondence, relevant documents.

Complaints relating to an individual partner of The Human Effect should be sent to: [info@humaneffect.nl](mailto:info@humaneffect.nl)

Complaints addressed to the The Human Effect Beheer partnership should be sent to: [info@maatschapthehumaneffectbeheer.nl](mailto:info@maatschapthehumaneffectbeheer.nl)

### **3. HANDLING OF YOUR COMPLAINT**

You will receive confirmation of receipt by e-mail within 3 working days of receiving your complaint. This will in any case state who is dealing with complaint, and within what timescale you can expect a substantive response.

An external mediator, Drs. M. van Ommeren, will deal with your complaint in order to be able to assess it objectively. The mediator may ask you for further information [by e-mail, by telephone or in a face to face meeting]. Her ruling is binding on both parties.

Your complaint will be handled with strict confidentiality.

### **4. RESPONSE TO YOUR COMPLAINT**

followed by written confirmation. If your complaint is too complex to be able to respond within 10 working days, you will be notified of this by e-mail. Your complaint will be dealt with within 4 weeks of receipt, unless agreed otherwise.