



IncompanyLanguages

Complaint procedure

Definitions

A **complaint** is an expression of dissatisfaction with a service rendered, a person or a product. Usually the dissatisfaction arises when things do not go as expected.

A **dispute** is a conflict where the involved parties seriously disagree with one another. Such a situation can arise, for instance, when there was no good solution offered for a previously submitted complaint.

File a complaint

In case you have a complaint, IncompanyLanguages will process this with great urgency. IncompanyLanguages can be reached to submit a complaint on workdays at admin@incompanylanguages.eu or by phone at + 31 (0)70 20 42 087.

The procedure

After submitting your complaint you will receive a reply as soon as possible and at the latest within two weeks. We will then do everything possible to find the best solution together with you, appropriate to the situation.

Should there be any reason why we would not be able to process your complaint, you will receive written notice of this within four weeks, together with the reason for rejection.

The maximum processing time for complaints is six weeks.

Who you can address in case of a dispute

In case of a complaint IncompanyLanguages intends to find the best possible solution that suits everyone involved at all times. Should you however wish to appeal against the offered solution, you can turn to law agency AN-i in Zeist. They will then assist you and issue a binding decision.

More information about AN-i can be found at www.beroepsregeling.nl.
Law agency AN-i can be reached by phone at [088 770 8855](tel:0887708855).

Information provision complaint procedure

At the start of the course, the client, the course participant(s) and the language trainer get a written (electronic) course confirmation including a link to the conditions applicable to the language course, including this complaint procedure.