

Complaints regulations Saxion NT2 route

These complaints regulations apply to NT2 course participants of the Saxion SSC Language Centre.

Procedure

Submitting a complaint. The course participant must lodge the complaint to the NT2 route coordinator. The NT2 route coordinator sends the complainant an acknowledgement of receipt of the complaint within two weeks per email and inquires if the complaint has discussed the complaint with the employee involved. The complaint becomes a formal complaint when the complainant is prepared to follow the entire complaints procedure.

Registering a complaint. Complaints are registered and divided into categories (see appendix 1).

Solution time scale: The complaint is resolved by Saxion within 6 weeks of the complaint being lodged. Should the complainant decide to appeal to the Arbitration board then this should be done immediately following the decision, see below.

Resolving a complaint. The complaint will be handled by an employee who is not involved in the complaint nor a member of the NT2 route Examination Board. The settlement is clear and is made known to the complainant (course participant). Depending on the severity of the complaint, the settlement can be made known: by email, in person or in writing.

The right to a fair hearing. The employee who handles the complaint hears the complainant and the employee involved and informs both parties of the outcome, in compliance with Saxion NT2 route privacy regulations. The NT2 route coordinator is informed in writing of the outcome.

If the Saxion procedure does not lead to a satisfactory solution, the course participant can send the complaint to Blik op Werk, Arbitration Board department.

Complaints report In the complaints form (appendix 1), the process, result, background information, duration and the outcome of the complaint are recorded.

The person who deals with the complaint fills out and signs a complaints form and, upon the complaint being resolved, has it signed by the complainant. The complaints form is filed at the SSC Language Centre secretarial office in the digital NT2 route 'complaints' folder.

Making an appeal When the employee and the NT2 route coordinator are unable to resolve the complaint, the complainant can make an appeal through the Blik op Werk Arbitration Board department complaint hotline. The complaint must first be handled at the SSC

Language Centre before an appeal can be made at the Blik op Werk Arbitration Board department.

Information on how to lodge an appeal at the Arbitration Board can be found on www.blikopwerk.nl/inburgeren/klachtenlijn-voor-inburgeraars. The complaint hotline can be reached by phone: 030-3030 645 or via email klachten@ikwilinburgeren.nl. The costs of an appeal at the Blik op Werk Arbitration Board department is at the expense of the complainant.

Publication of the privacy regulations

The privacy regulations are preferably discussed during the intake, and in any case before the signing of the contract and will be discussed prior to the course. The course participant declares to have understood the privacy regulations and that these have been discussed prior to signing the contract. The privacy regulations are available in the English language.

Evaluation

Management evaluates complaints and the complaints management system annually with the employee involved: during the examination board meeting in July.

Submissions: number of complaints

Standards: in accordance with the procedure. A minimum of 80% of the complaints are resolved within the agreed period.

Appendix 1: Saxion NT route complaints form

Date of complaint:

Date resolved:

Date of acknowledgement of receipt:

Date of answer to the complaint:

Date of appeal to the Arbitration Board of Blik op Werk (if applicable):

Name:

group / function:

Description of the complaint:

Regarding an employee:

Regarding another course participant:

Regarding study material:

Regarding material matters:

Other party:

Proposed resolution:

Appendices: documents:

Subject matter of the complaint:	Date	Complainant	Handled by / on	Outcome
Reliability				
Expertise				
Empathy				
Customer friendliness				
Tempo				
Accessibility				
Diligence				
Intimidation				
Discrimination				
Discretion				
Other				

Signature complainant:

Signature handler: