



Customer complaint procedure

Article 1: Definitions

1. Complaint should be addressed to Flowently, The Netherlands B.V., Azartplein 79, 1019PB Amsterdam;
2. Complainant: a participant in an education or training course or a parent or (other) legal representative of a minor participant;
3. Complaint: complaint about the organization or content of the education or training at Flowently or the way in which (if applicable) it is provided.
4. A complaint does not include a complaint as a result of sexual harassment, discrimination, aggression, violence, bullying or intimidation. There is a separate complaints procedure for this.
5. A complaint does not include a complaint about the content or the assessment of an exam. The complainant submits such complaints to the Board of Examiners.

Article 2: Submit a complaint

1. The complaint must be submitted in writing, warranted and signed to the directive of Flowently, The Netherlands B.V., Azartplein 79, 1019PB Amsterdam, or by email at info@flowently.com
2. There is no right of complaint against a decision of general application.

Article 3: Processing the complaint

1. The management will confirm receipt of the complaint to the complainant within 7 days.
2. The management provides the complainant with all relevant information regarding the complaint that is available in the directive.

3. Within a maximum of 3 weeks after receipt of the complaint, the complainant will have the opportunity to explain their complaint in detail. A report of this explanation is drawn up and sent to the complainant.

Article 4: Uitspraak

1. Within 3 weeks after the hearing, the management will make a decision on the complaint. The decision is communicated to the complainant in writing and includes at minimum the findings, conclusions, reactions and handling of the complaint.
2. If the complainant does not agree with the decision, they can escalate it to the Disputes Committee for Private Education, or Geschillencommissie Particulier Onderwijs, Bordewijklaan 46, Postbus 90600, 2509 LP Den Haag, telephone: 070 - 3105310, www.degeschillencommissie.nl.

Article 5: Starting date

1. This regulation takes effect on 01-01-2023.