

# Flowently Complaints Procedure

## 1. Purpose of This Complaints Procedure

The purpose of this complaints procedure is to ensure that complaints from students are handled in a careful, transparent, and fair manner. Flowently aims to resolve complaints as quickly as possible and to continuously improve the quality of its education and services.

This procedure is established in accordance with the principles of Dutch law, including:

- due care
- reasonableness and fairness
- the right to be heard

## 2. What Is a Complaint?

A complaint is any written expression of dissatisfaction relating to:

- lessons or educational content
- a teacher or tutor
- organization or communication
- administrative or financial matters

## 3. Informal Resolution (First Step)

Students are encouraged to first discuss their complaint informally, preferably with:

- the relevant teacher or tutor, or
- the administrative staff of Flowently

Many complaints can be resolved quickly and amicably at this stage.

## 4. Submitting a Formal Complaint

If an informal resolution does not lead to a satisfactory outcome, the student may submit a formal complaint.

### 4.1 How to Submit a Complaint

A complaint must:

- be submitted in writing (by email or letter), and
- be clear and well-founded

The complaint should preferably include:

- the student's name and contact details
- the date of submission
- a clear description of the complaint
- relevant dates, facts, and persons involved
- the desired outcome (if applicable)

## 5. Acknowledgement of Receipt

Flowently will confirm receipt of the complaint in writing within 7 working days.

## **6. Handling of the Complaint**

- The complaint will be carefully investigated by an authorized staff member or complaints officer.
- If necessary, all parties involved will be heard, in accordance with the principle of hearing both sides.
- Flowently will act independently, objectively, and confidentially.

## **7. Timeframe for Handling**

Flowently aims to:

- provide a substantive response within 4 weeks of receipt

If more time is required, the student will be informed in a timely manner, including the reason and the expected timeframe.

## **8. Outcome and Decision**

The student will receive a written and reasoned decision, stating:

- whether the complaint is upheld, partially upheld, or rejected
- any measures that may be taken as a result

## **9. Confidentiality and Privacy**

All complaints are handled confidentially.

Personal data is processed in accordance with the General Data Protection Regulation (GDPR) and used solely for the purpose of handling the complaint.

## **10. External Dispute Resolution**

If the student does not agree with the outcome of the complaint procedure, they may:

- submit the dispute to an independent dispute resolution body (if applicable), or
- bring the dispute before the competent Dutch court, in accordance with Dutch law.

## **11. Applicable Law**

This complaints procedure is governed by Dutch law.

## **12. Final Provision**

This complaints procedure is publicly available and may be amended by Flowently if required by changes in legislation or regulations.