

## Complaints procedure Amsterdam Fashion Academy / Seasonal Courses

### ARTICLE 1 Definitions

This procedure takes the following to mean:

*Course provider:* The Amsterdam Fashion Academy B.V. (AFA) is the undertaking which provides the courses. This undertaking is headed by the management. This management is also ultimately responsible with respect to the complaints procedure.

*Student:* A person who participates in a course provided by the Amsterdam Fashion Academy provided the due amount of student contribution has been paid.

*Complainant:* Every student who submits a complaint pursuant to this procedure.

*Complaint:* A written document from the complainant or his/her representative showing that the complainant is not in agreement with a particular decision, conduct, treatment, or omission, which may be considered to directly affect the interests of the complainant. Each complaint will be examined in the first instance by the complaint-handler and secondarily by a complaints officer to ascertain whether the complaint is founded or not. A complaint filed anonymously will not be recognised as a complaint.

*Accused:* Management Amsterdam Fashion Academy

*Administration Complaint Registration:* The AFA department which receives the written complaint also ensures this is registered in the complaints registration.

*Complaints officer:*

*Reema Marks* Phone number 06-83555537 or by e-mail [Reema-Marks@hotmail.com](mailto:Reema-Marks@hotmail.com)

Shall contact the complainant regarding the receipt and registration of the complaint or reported error; inform the complainant whether the complaint or reported error initially appears to be founded or unfounded. The complaints officer shall whenever possible, attempt to handle complaints or reported errors independently. S/he shall ensure there is a register which includes the nature of the complaint or reported error, the number of complaints or errors reported including notification date, how the complaint or reported error has been handled, including settlement date, how the complaint or reported error occurred, the costs attributable to AFA. S/he is responsible for correspondence and reporting to the complainant and the accused. The complaints officer shall notify the complainant and the accused regarding the method of handling the complaint or reported error. S/he shall investigate complaints or reported errors when the complainant or prosecutor does not agree with the method of resolution.

### ARTICLE 2 Contents of the complaint or reported error

A complaint or reported error shall be made in writing and signed. In the event of a "verbal" complaint or reported error a report will be immediately made by the complaints officer, which will subsequently be signed for approval by the complainant of which s/he will receive a copy. The complaint shall contain at least the name and address of the complainant, date, and description of complaint or

reported error. Should these requirements not be met then these details may still be added within two weeks of the reporting date otherwise the complaint or reported error will be rejected as inadmissible. In the event inadmissibility then this shall be notified to the complainant, prosecutor and the management of AFA.

### **ARTICLE 3 Procedure for complaints or reported errors**

The complainant shall submit a written complaint or reported error to the complaints registration administration or to the management of AFA. The complaint must be lodged within two weeks of the conduct or decision in question, unless the complaints officer decides otherwise. The complaint or reported error shall then be processed by a member of the complaints registration staff and recorded in the complaints register. The date of receipt will be placed on the complaint or reported error. The complainant will receive written confirmation of the receipt of the complaint within two weeks. Should a complaint not be dealt with, the complainant shall be informed of this accordingly within three weeks of receipt of the complaint.

The complaints registration administration shall ensure that the complaint or reported error comes under the notice of the complaints officer. S/he shall take over the complaint and initiate the procedure. The complaints officer shall, within a reasonable period and not later than four weeks after receipt of the complaint, notify the complainant and the accused in writing of his/her findings in response to the complaint. Should the complaints officer be of the opinion that the handling of the complaint cannot be completed within the period prescribed, the complaints officer shall notify this in writing to the complainant stating the reasons for this, and will thereby set a new handling period of up to 4 weeks. The complaints officer shall record the progress of the handling of a complaint or reported error in a register and shall carefully keep this record for one year after completion of the complaint. S/he is also responsible for all correspondence to all parties involved. Whenever possible s/he will resolve the complaint or reported error independently. When desired or necessary, external parties may be brought in. There is a possibility of going directly to provisional relief even before the start of any preliminary investigation. Each party has the right to be heard.

### **ARTICLE 4 Recommendations**

The complaints officer shall deliberate and decide the recommendations behind closed doors. These recommendations are binding. The complaints officer shall report to AFA his/her recommendations within four weeks of the date of receipt of the complaint, with a reasoned judgment on whether or not the complaint or reported error is founded. Thereafter, the complainant and the prosecutor shall be informed in writing of these recommendations.

### **ARTICLE 5 Decision on recommendations**

Within two weeks of receipt of the recommendations, AFA management shall notify the complainant, prosecutor and complaints officer by means of a written statement, stating whether it agrees with the recommendations of the merits of the complaint or reported error and whether in response to said recommendations it shall be taking any due measures and if so which ones. This communication shall be accompanied by the recommendations of the complaints officer and the record of the hearing, unless substantial interests dictate otherwise. The aim is that a complaint shall be dealt with within six weeks.

### **ARTICLE 6 Appeal**

The possibility exists to appeal against the decision of the recommendation. If a complaint is not dealt with to the satisfaction of the student or client through the internal procedure described above, all parties may appeal to the cantonal court within six weeks after receipt of the decision of recommendation. The appeal decision is binding. The costs of the proceedings shall be borne by AFA with the proviso that a contribution from the complainant of € 50.00 is required at the inception of the appeal.

#### **ARTICLE 7 Transparency**

The complaints procedure is kept by the administration where it is available for inspection and, when requested, a student may receive a copy of these regulations. The management of AFA shall inform all relevant parties of the existence of this complaints procedure. The existence of the complaints procedure is also stated in the General Terms and Conditions.

#### **ARTICLE 8 Validity, amendment and evaluation**

This procedure was established by the management of AFA and came into effect as of 01-01-2013. The complaints procedure may, subject to the provisions in force, be amended by the management of AFA.

#### **ARTICLE 9 Relevant documentation for the complaints procedure**

Complaint registration form: Is used by the administration as the first written record of a complaint or reported error.

Register: Is used by the complaints handler to record all actions which are deemed necessary for good progress.

Record: Numbered folders containing documentation of the entire complaint or reported error. Each number corresponds to a complaint or reported error. The matching number and complaint/reported error can be found in the register.

#### **ARTICLE 10 Confidentiality**

A complaint will be always be treated confidentially by AFA taking into account the applicable privacy laws and regulations, see our General Terms and Conditions.

#### **ARTICLE 11 Complaints procedure**

In the event of a complaint or reported error the complaints procedure shall be applicable. All complaints which cannot be resolved by means of the complaints procedure shall be submitted exclusively to the competent court in Amsterdam.