

# COMPLAINT PROCEDURE

## Definitions:

### **The institution:**

Mind Detective Manon, AKA Manon de Jongh Coaching, Therapy and Training, located at Het Schild 55, 1704 EK in Heerhugowaard, Chamber of Commerce number 71508120.

### **Collaborator:**

A person who, after permission, supports the institution on behalf of Mind Detective Manon in all kinds of areas, in the broadest sense of the word.

### **Client:**

A person who purchases a service from Mind Detective Manon, including students.

### **Independent third party:**

If necessary, a binding advice will be given via an independent third party. Mind Detective Manon has chosen as independent third party: Mediationhuis, located at Baangracht 2, 1811 CM in Alkmaar.

### **Complaint:**

An oral or written statement of a client's dissatisfaction with the way in which he or she has been treated by the institution. The dissatisfaction can relate to any act or omission or decision making that affects the client.

### **Submitting a complaint:**

Only the person who has experienced the dissatisfaction can formally submit the complaint in writing or by email. Mind Detective Manon assesses the complaint and ensures that the handling of the complaint is confirmed to the complainant within 7 days after receipt of the complaint.

### **Complaint handling:**

Mind Detective Manon investigates the complaint, possibly in consultation with the complainant and the employee(s) involved. Within 2 weeks of receipt of the complaint, the management takes a position with regard to the submitted complaint and informs the complainant of this, stating reasons, by email or in a personal meeting.

### **Confidentiality:**

A complaint will be treated confidentially at all times. The client, Mind Detective Manon, every collaborator and the independent third party is obliged to secrecy with regard to data of a confidential nature.

## **Complaint procedure:**

### **What can you do with your complaint?**

Our complaints procedure consists of the following steps:

- Step 1: Speak directly, orally or in writing, with whoever you think caused your displeasure. He or she is obliged to report your complaint to the institution. A direct conversation can be enlightening and usually leads to the fastest solutions.

- Step 2: If you and the person who caused the complaint cannot reach a solution together, a mediation meeting will be held between yourself, the person who caused the complaint and one of the board members of the institution.
- Step 3: If you cannot reach a solution with the person responsible for the complaint and one of the board members, you can submit your complaint to the independent third party. The independent third party provides binding advice for Mind Detective Manon. The institution will deal with any verdict for the institution quickly. The costs of this independent third party are borne by the institution.
- Mind Detective Manon will do its utmost to complete the entire procedure within 4 weeks. If more time is required to investigate and handle the complaint, you will be informed in writing or by email. The postponement is explained and a time indication of the expected outcome is given.

**Registration complaint:**

If a complaint is lodged, a report will be made at all times on the content, settlement and completion of the complaint. This report will be kept for 2 years.