



COMPLAINTS REGULATIONS TRAINING AND COURSES

The PLAY Project

Article 1 Definition of terms

In these regulations is:

- a. **An complaint:** a written expression of dissatisfaction addressed to the Complaints Committee about:
 - The quality of the courses and courses given or organized by or on behalf of The PLAY Project;
 - The treatment or treatment by teachers, guest lecturers or employees of The PLAY Project in the execution of training courses or courses given or organized by or on behalf of The PLAY Project;
 - The level of teachers and guest lecturers;
 - The quality of the facilities during the courses and courses.
- b. **An complainant:** every individual person who wishes to take part, participate or has participated in courses or courses organized by or on behalf of The PLAY Project.
- c. **An defendant:** The PLAY Project or (guest) teachers or employees of The PLAY Project insofar as they have a direct working relationship with The PLAY Project or are involved in the execution of training courses or courses on behalf of The PLAY Project.
- d. **The complaints handling:** the investigation into the cause of a Complaint, if necessary resulting in a non-legally enforceable decision about the Complaint and an advice to the Defendant about the measures to be taken in response to the Complaint.

Article 2 Purpose Complaints Procedure

This Complaints Regulation has the following objectives:

1. Do justice to the individual Complainant;
2. Promoting the quality of the courses and courses, the (guest) teachers and staff members of The PLAY Project;
3. Identifying structural shortcomings in the functioning of The PLAY Project and its (guest) teachers and employees with regard to the courses and courses that are given or organized by or on behalf of The PLAY Project;
4. Arranging the way in which The PLAY Project handles a Complaint and arranges the guarantees with which this procedure is covered.

Article 3 Principles Complaints

The Complaints Procedure is based on the following principles:

1. The Complainant has the possibility to submit a Complaint to the Complaints Committee up to one month after completion of the relevant course or course organized by The PLAY Project, unless the Complaints Committee is of the opinion that the Complainant could not reasonably be asked to submit the Complaint. to submit within the aforesaid period, in which case the Complaint may also be dealt with by the Complaints Committee after the aforementioned period.
2. The Complaint is preferably first discussed between the Complainant and the Defendant to try to restore confidence in the relationship between the Complainant and the Defendant;
3. When The PLAY Project and the Complainant cannot solve the Complaint, The PLAY Project refund the money paid for the workshop.

Article 4 End of Complaints Procedure

1. The Complaints procedure is considered terminated if:
 - a. The Complaint is withdrawn by the Complainant;
 - b. After mediation and/or after consultation with the Complainant, it has been established that there is no need for further treatment with the Complainant;
 - c. The Complainant and the Defendant have reached agreement on the handling of the Complaint;

Article 5 Final provision

In all cases not provided for in these regulations, the board of The PLAY Project decides on the measures to be taken or provisions to be taken.