

## Complaints procedure Taaltutor

1. This complaints procedure only applies if the complaining party (hereafter 'complainant') is of the opinion that the concerning tutor of Taaltutor (hereafter referred to as 'tutor') cannot solve the problem adequately and within a reasonable time.
2. Unless otherwise agreed, the customer must notify the tutor of a complaint about a product or service as soon as possible and in any case within 14 days of delivery or execution by the tutor with a clear description of the complaint. If the complainant fails to do so, any claim against the tutor expires.
3. The tutor strives to respond substantively within 14 days and if possible, offers an appropriate and satisfying solution. If 14 days is not feasible, the tutor will send the complainant a confirmation of receipt within two days by e-mail or letter stating the target date for the substantive treatment of the complaint by the tutor.
4. The complainant confirms receipt of the response of the tutor within two days and reacts substantively within 14 days. If the complainant does not respond, the tutor reserves the right to consider the complaint as settled.
5. If the complainant does not agree with the substantive response or the proposed solution of the tutor, he can submit the complaint to an independent third party, hereinafter referred to as 'complaint reviewer', represented by Mr. Pim Rats, teacher, [nl.pimrats@gmail.com](mailto:nl.pimrats@gmail.com) (06-26 22 22 16) and Ms. Meinke Vermande, coach, [meinke.vermande@gmail.com](mailto:meinke.vermande@gmail.com) (06-24 59 82 52).
6. The complaint reviewer decides whether he can give an opinion on the merits of the complaint on the basis of the received documents. If he finds it necessary, he can request the parties to provide further information, explain their point of view or decide to conduct a further investigation.
7. The complaint reviewer will come to a decision on the merits of the submitted complaint within three weeks of the submission of the complaint. He or she writes the verdict on the basis of the content of the complaint and information provided and, if applicable, complaint-related information.

8. If a longer period of time is required to conduct an investigation, the complaint reviewer will inform the complainant about this within one week, explaining the delay. In addition, an indication is given about the period in which the complaint reviewer expects to be able to give a definitive answer.
9. The opinion of the complaint reviewer is binding to the tutor. The latter will, if necessary, take action within one week of the decision.
10. A filed complaint will always be treated confidentially.
11. Anonymous complaints will not be considered.
12. As long as a complaint is pending, both parties or third parties informed by them must refrain from legal action. If one of the parties does not consider it useful to continue the procedure, it must inform the other party without delay and with reasons.
13. During the handling of the complaint both parties or third parties informed by them will refrain from publicity.
14. The complaints procedure is free of charge. This does not apply to the possible costs of (legal) assistance from the parties. These costs are borne by the person who is assisted.
15. Complaints and the manner of handling are retained for a period of two years.

**Taaltutor**

*“Learn English and Dutch online and offline”*

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