

If you have a complaint, please apply at first preferably directly to the teacher(s) of the course, especially when the complaint concerns the quality (in a broad sense) of the course or training. In many cases a satisfactory solution can be found.

Complaints can (directly or secondly) also be reported to the managers of Van Genderen Opleidingen B.V., Drs. H. van Genderen, Clinical Psychologist and/or Drs. R. van der Wijngaart, Psychotherapist.

- Within one week the complainant will receive a confirmation and information about who will handle the complaint. Of course, all the complaints will be treated confidentially.
- Within 3 weeks you will be informed of the proposed solution.

When no satisfactory solution can be found, the dispute settlement procedure comes into effect.

Complaints and way of settlement will be recorded for a period of 5 years in the archives of Van Genderen Opleidingen B.V.

What can you do when disagree with the decision taken?

If your complaint is unjustified and you disagree with this or if you disagree with the proposed solution, you can address the disputes committee.

The committee consists of an independent mental healthcare psychologist Dr. T. Kersten.

Usually the disputes committee takes a decision within eight weeks after receipt of your objection. If this is not possible, you will be notified in writing and you will be informed about the term within which the decision will be taken.

The opinion of the disputes committee is binding for Van Genderen Opleidingen B.V. and the complainant. Any consequences will be dealt with by the institution promptly.