

Complaints Procedure | Integrity Insight & Integrity Academy

Integrity Academy is a trade name of Integrity Insight BV, registered with the Dutch Chamber of Commerce under number 99555506.

1. Introduction

Integrity Academy strives to provide high-quality training and careful service. However, it may occur that a participant or client is not satisfied. This complaints procedure describes how complaints are handled and which steps are available to reach a solution. This procedure applies to all training, courses and e-learning services offered by Integrity Academy.

2. Definition

A complaint is any written expression of dissatisfaction regarding:

- the content or quality of a training or e-learning
- the performance of the service
- communication or conduct
- access to or functioning of the learning platform
- administrative or organisational aspects

3. Step 1 – Informal Notification

The preferred approach is to first discuss the complaint with Integrity Academy, so that a quick solution may be possible. Informal notifications can be made through the regular contact options on the website. A response will be provided within 5 working days.

4. Step 2 – Submitting a Formal Complaint

If the informal notification does not lead to a solution, a formal complaint may be submitted. Integrity Academy only handles complaints that are sufficiently concrete, factually substantiated and relevant to the service. Complaints that do not meet these conditions will not be processed.

A formal complaint must include at least:

- name and contact details of the complainant
- date
- a clear description of the complaint
- relevant facts, correspondence or attachments
- the desired solution or expectation

Formal complaints can be submitted via: **directie@integrityinsight.nl** To the attention of **Emile Puijk**

Handling

Integrity Academy confirms receipt within 5 working days and processes the complaint within 4 weeks. If more time is required, the complainant will be informed in writing.

5. Step 3 – Independent Third Party (Binding Advice)

If the internal handling does not lead to a solution, the complainant may request the involvement of an independent third party. The independent third party is only engaged when the internal complaints procedure has been fully completed.

Integrity Academy uses the following independent advisor: **Mr. F. van Oort** (Contact details will be provided upon request when relevant.)

The independent third party:

- is fully independent from Integrity Academy
- mediates between the parties
- issues an independent, binding advice
- works confidentially and impartially

The binding advice is leading for Integrity Academy. The complainant always retains the right to submit the matter to the civil court. Any consequences will be handled by Integrity Academy within 4 weeks.

Handling

Mr. F. van Oort confirms receipt within 5 working days and processes the complaint within 4 weeks. If more time is required, the complainant will be informed in writing.

6. Confidentiality

All complaints are handled confidentially. Data are used solely for the handling of the complaint and are not shared with third parties unless necessary for processing the complaint. If involvement of the independent third party (binding advisor) is required, only the data strictly necessary for issuing the binding advice will be shared.

7. Registration and Retention Period

Formal complaints are registered and retained for at least 2 years. This registration is used solely for quality improvement and internal evaluation.

8. No Adverse Consequences

Submitting a complaint has no adverse consequences for the complainant. No costs are charged to the complainant for submitting or handling a complaint. The costs for the binding advice of the independent third party are fully borne by Integrity Academy.

9. Right to Appeal

If the internal procedure and/or external binding advice does not lead to a solution, the complainant is free to submit the dispute to the competent civil court.