

## COMPLAINTS REGULATIONS

### **1. Definitions**

In these regulations, the following is meant by:

1. Alsare academy: Organisation with activities geared towards integration and work placement, situated in
2. Rotterdam and registered in the CoC under number 67377505;
3. AWB: de General Administrative Law Act;
4. Complaint: any expression of dissatisfaction on specific behaviour, action or negligence of (an employee of) Alsare academy;
5. employee: anyone who carries out work for Alsare academy, regardless of whether he is employed by Alsare academy or has been temporarily engaged.

### **2. Petition right**

1. Anyone has the right to file a complaint with Alsare academy on how someone has behaved towards him or someone else in a specific situation
2. Behaviour of an employee, working under the responsibility of Alsare academy is regarded as behaviour of Alsare academy.

### **3. Proper treatment**

Alsare academy sees to a proper treatment of verbal and written complaints concerning its behaviour.

### **4. Filing a complaint**

1. The written complaint is signed and includes at least the following:
  - the name and address of the submitter;
  - the date;
  - a description of the behaviour related to the complaint.
2. If the complaint is drawn up in a foreign language and a translation for proper treatment is required, the submitter must see to a translation.
3. Alsare academy can decide not to treat a written complaint that does not meet the first or second paragraph provided that the submitter had the possibility of adding to the complaint within a reasonable period.

### **5. Intervention**

1. As soon as Alsare academy has seen to the complaint to the satisfaction of the complainant, the duty to further application of these regulations shall expire.
2. The complainant will be informed in writing upon his/her request that Alsare academy assumes that the complaint was treated satisfactorily.
3. If the complainant is not satisfied about this settlement, he/she can still have it treated according to these regulations.

## **6. Order confirmation**

1. Alsare academy confirms receipt of the complaint in writing within three working days (by letter or e-mail).
2. The order confirmation mentions:
  - a. the settlement period;
  - b. the further procedure;
  - c. the contact;
  - d. the possibility of being heard or refraining from this.
3. Alsare academy will immediately send a complaint for which a different body is apparently authorised for treatment to this body and simultaneously inform the submitter of this.
4. Alsare academy will return a complaint that is not meant for it and that is not sent on back to the submitter as soon as possible.

## **7. Impartiality of complaints officer**

The treatment of a complaint is done by an employee (in employment or hired temporarily) who was not involved in the behaviour related to the complaint and/or the Complaints Committee.

## **8. Non-compulsory treatment**

1. Alsare academy is not obliged to treat the complaint if it concerns behaviour:
  - a. about which a complaint was previously filed that was treated taking account of these regulations, other than in application of article 6, first and second paragraph;
  - b. that took place longer than one year before submission of the complaint;
  - c. against which an objection by the complainant as meant in article 1:5, first paragraph of the AWB could have been lodged;
  - d. against which an appeal by the complainant as meant in article 1:5, third paragraph of the AWB can or could have been lodged;
  - e. that by setting up a procedure, is or was subjected to the judgement of another legal body than an administrative judge; or
  - f. as long as an investigative procedure is running as ordered by the public prosecutor or there is a running prosecution, or the behaviour is part of tracing or prosecuting a punishable offence and an investigative procedure is running as ordered by the public prosecutor or there is a current prosecution procedure.
2. Alsare academy is not obliged to treat a complaint if the interest of the complainant or the weight of the behaviour is apparently insufficient.
3. The complainant will be informed in writing as soon as possible about not treating a complaint, in any case within four weeks after receipt of the complaint.

### **9. Dispatching duty of the accused**

The person whose behaviour the complaint concerns, will be sent a copy of the complaint as well as the accompanying documents.

### **10. The right to be heard**

1. Alsare academy allow the complainant and the person whose behaviour the complaint is related to the possibility to be heard.
2. Hearing the complainant can be waived if the complaint is apparently unfounded or if the complainant has declared not to want to use the right to be heard.
3. A report of the hearing will be drawn up.
4. The complainant will be sent a copy of the report at his/her request.

### **11. Settlement period**

1. Alsare academy settles the complaint within four weeks after receipt.
2. Alsare academy can postpone the settlement for maximum four weeks. This postponement is imparted in writing to the complainant and to the person the complaint concerns.

### **12. Settlement**

1. Alsare academy will inform the complainant in writing with justification of the findings of the investigation as well as of any related conclusions.
2. The notification includes the possibility of subsequently submitting a complaint with the National Ombudsman.
3. No objections or appeals can be lodged against a decision on the treatment of a complaint concerning the behaviour of Alsare academy.
4. if the complaint is not solved satisfactorily, the student can, for a fee, present the complaint to the Board of Arbitration of Blik op Werk.

### **13. Justification information**

Alsare academy sees to the registration of the complaints they received. The registered complaints are filed up to one year after receipt, after which they are destroyed.

### **14. Transitional provisions**

1. A complaint that is submitted after the commencement date of these regulations will be treated in accordance with these regulations, even if the behaviour concerned took place before this time.
2. A complaint that is submitted before the commencement date of these regulations, will -insofar as possible - be treated in accordance with these regulations.

### **15. Reference title, announcement, implementation**

1. These regulations are quoted as: Complaints regulations Alsare academy
2. These regulations come into force as of 1 January 2017.