



Complaints Procedure - Hertz, training for scientists

1. Are you not satisfied with (a part of) a *Hertz Training for Scientists* course? Please let us know and get in touch with us by sending an email to Brigitte Hertz (brigitte@bhertz.nl).
2. Brigitte Hertz will deal with the complaint and contact you within 2 weeks with a proposal for settlement/resolution of the complaint.
3. If you are not satisfied with the way Brigitte Hertz has handled the complaint, you can contact the independent complaints committee. This consists of Mrs. M. van Dijk, LLM (notarial lawyer) and Mr. B. Liebregts (former director of De Meervaart in Amsterdam). You can reach them by means of a written message to the secretary of the complaints committee, Mrs. C.C.M. Eitjes:
Hertz Training for Scientists
Attn. Mrs. C.C.M. Eitjes
Oudegracht 19
1381 CG Weesp
4. The complaints committee will handle your complaint if you:
 - first tried to discuss the case with Brigitte Hertz from Hertz Training for Scientists;
 - complain within 4 weeks of the relevant training or education;
 - clearly describe what / why you object and what solution you have in mind;
 - state your personal details and the address to where the response can be sent.
5. After receiving your complaint, the complaints committee will send a confirmation of receipt to you and to Hertz Training for Scientists.
6. The complaints committee and Hertz Training for Scientists will treat your complaint confidentially.
7. The complaints committee will respect the principles of adversarial hearing.
8. The complaints committee assesses whether the complaint is well founded and which solutions are possible.
9. The complaints committee makes a decision and will report this in writing within 4 weeks of your complaint. If the committee needs more time, it will let you and Hertz Training for Scientists know.
10. The decision of the complaints committee is binding on Hertz Training for Scientists.
11. Complaints and the manner of handling are registered and kept for a period of 4 years.