Complaint procedure - Hertz, training for scientists

1. Are you dissatisfied with (part of) a Hertz training course? Please let us know without delay. You can do this by sending an e-mail to Brigitte Hertz: brigitte@bhertz.nl.

2. Brigitte Hertz will handle the complaint and contact you within 2 weeks with a proposal to handle and resolve the complaint.

3. If you are not satisfied with the way Brigitte Hertz has handled the complaint, you may contact the independent complaint committee. This consists of Ms M. van Dijk (notarial lawyer) and Mr B. Liebregs (former director of De Meervaart in Amsterdam). You can reach them by means of a written e-mail message addressed to the secretary of the complaint committee, Ms C.C.M. Eitjes: karin@bhertz.nl.

4. The complaint committee will handle your complaint on the following conditions:
   - You have first tried to discuss the case with Brigitte Hertz of Hertz Trainingen.
   - Your complaint was filed within 4 weeks of the training or education concerned.
   - You are able to clearly define what your objection is and what solution you are looking for.
   - You include your personal details and the mailing address to which the reply can be sent.

5. Upon receiving your complaint, the complaint committee will mail you and Hertz, Training a confirmation of receipt.

6. The complaint committee and Hertz Trainingen will treat your complaint confidentially.

7. The complaint committee will act on the principle audi alteram partem – that both parties should be heard.

8. The complaint committee assesses whether the complaint is well-founded and considers which options are available to resolve the complaint.

9. The complaint 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 know.

10. The decision of the complaint committee is binding for Hertz, training.

11. Complaints and the complaint resolution process are registered and kept on file for a period of 4 years.