



Universiteit van Amsterdam

UvA Talen

WWW.UVATALEN.NL

Complaints procedure for UvA Talen language courses

In the unlikely event that you are not satisfied with one of our courses, please contact one of our course coordinators within 10 working days. We will do all we can to comply with your wishes and will make dealing with your complaint a matter of priority.

If your complaint is about your contact person at UvA Talen, you may contact the director of UvA Talen directly, either by phone, email or letter. In that case, please get in touch with us and we will give you the director's contact details.

Within one working day of receiving your complaint, we will contact you about how it is being dealt with.

Further procedure

If your complaint is justified, in part or in whole, we will provide you with a proposal for compensation within five working days. If you agree to this proposal, the complaint is resolved.

If we are unable to agree on a solution, the complaint will be brought before the central complaints committee of the University of Amsterdam. The opinion of the central complaints committee is binding for UvA Talen; any consequences will be implemented by us without delay.

If we are unable to provide you with a proposal for compensation within five working days, for example because we need to investigate the complaint further, we will inform you of this within five working days and explain the cause of the delay.

Confidentiality

It goes without saying that all complaints will be dealt with in strict confidentiality.

Registration

All complaints and their resolutions are registered by us and the records kept for at least two years.