

Customer complaint process

At GoodHabitiz we strive to deliver a pleasant learning experience for everyone. Part of this is resolving complaints in a proper manner.

Our Customer Support Team has a procedure in place for dealing with customer complaints.¹ The procedure distinguishes complaints about our Service Level Agreement, Content and general complaints. Depending on the type, a specific course of action is followed. In general all complaints are assessed, if applicable other teams are involved, and support tries to resolve the complaint.

Should the customer not accept the resolution to the complaint, as proposed by the Customer Support Team, the complaint will be forwarded to the Legal, Risk & Compliance Team.

The complaint must be made in writing (incl. email). After a complaint is made, Legal, Risk & Compliance will discuss the follow-up with the complainant. This differs. It may be necessary to investigate further and hear what an accused party has to say. Being careful is intended as a safeguard to prevent a complaint procedure from becoming unsafe and/or unpleasant. A sound agreement is important so parties know what can be expected.

The receipt of the complaint shall be confirmed within 5 workdays. The complaint must be as clear and detailed as possible. Within 4 weeks, the complainant must get the opportunity to explain the complaint in person, or via a Teams-meeting. A report of this meeting shall be drawn up and submitted to the complainant.

¹ 'Customer Support - Process and Protocols' document, link:
https://goodhabitizcom.sharepoint.com/:f:/r/sites/supportGH/Documents/Customer%20Support/Handleidingen/00_Support%20proces%20en%20protocollen



Within 4 weeks after agreement upon the report of the explanation meeting with the complainant, the Legal, Risk & Compliance Team shall decide what must be done in relation to the complaint. This decision shall be in writing, and shall contain at least the findings, reactions, conclusions and possible follow-up.

This period may be extended twice, by 4 weeks each time. An extension shall be communicated to the complainant.

If the Legal, Risk & Compliance Team's decision is not a good solution for the complainant either, the complainant can submit the complaint to an independent party. The decision of this independent party is binding, consequences linked to it will be dealt with swiftly.

GoodHabitiz is a member of the NRTO (the Dutch Council for Training and Education) and follows its Code of Conduct.² [Core values are diligence, certainty, reasonableness, reliability and accountability.](#)

Complaints and solutions are registered by the relevant teams (Customer Support and Legal, Risk & Compliance). The retention period is three years.

² The Code of Conduct in Dutch: <https://www.nrto.nl/wp-content/uploads/NRTO-gedragcode-beroep-bedrijf-2015.pdf>

The Code of Conduct in English: <https://www.nrto.nl/wp-content/uploads/NRTO-Code-of-conduct-business-to-business.pdf>

