

## **COMPLAINTS REGULATION**

### **Complaints from participants in the DUAL COURSES FOR EDUCATORS AND JOB SEEKERS by MONDO NT2 Privé.**

MONDO NT2 – Privé has a regulation for the treatment of complaints about behaviour of its teachers towards students. At the start of the language course every student is informed of the existence of this complaints regulation.

The regulation means that a complaint – about the conduct of a teacher towards a student – can be lodged against MONDO NT2 – Privé at the complaints committee by or on behalf of this student.

A student submits his/her complaint at MONDO NT2 – Privé, Offenbachlaan 30, 4384 ME Vlissingen. All complaints are handled by the complaints committee. MONDO NT2 – Privé sets up a complaints committee for each commission. This procedure is followed in order to obtain a complaints regulation that remains close to the students' practice.

The complaints committee shall deliver a binding opinion.

The committee is comprised of three members:

- an independent member, also chairperson of the complaints committee
- a member, also deputy chairperson
- a member, appointed as representative of the organization that is MONDO NT2 – Privé's client. Members of the committee can in no way have ties with parties also bidding for similar commissions.

The complainant and the person against whom the complaint has been lodged are always given the opportunity by the complaints committee to give a verbal or written comment on the behaviour which has been complained about. The complainant, as well as the person against whom the complaint has been made, can have assistance during the handling of the complaint.

Within four weeks after the complaint was lodged the complaints committee will inform the complainant and the person against whom the complaint has been made, in writing and in a substantiated manner, of its judgement about the legitimacy of the complaint, with or without recommendations. Mondo NT2-Privé will as soon as possible give notice.

If the above mentioned term is not observed, the complaints committee makes a substantiated statement about the reasons for this to the complainant and the person against whom the complaint has been lodged, stating the term in which the complaints committee will give its judgement about the complaint.

The complaints committee formulates its own regulation (see enclosure). MONDO NT2 – Privé sees to it that the complaints committee works according to a regulation which is to be formulated by that committee.

Within a month after receiving the judgement from the complaints committee MONDO NT2 – Privé informs the complainant and the complaints committee in writing if it will take measures as a result of that judgement, and what those measures will be. If the term of 4 months is not observed, MONDO NT2 – Privé makes a substantiated statement about the reasons for this to the complainant and the complaints committee, stating the term in which MONDO NT2 – Privé will communicate its view to them.

**MONDO**

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Each calendar year MONDO NT2 – Privé will make a public report stating the number and character of the complaints that have been handled by the complaints committee. A petitioner who has not beforehand requested MONDO NT2 - Privé in writing to act according to what is requested in the petition and who has not given MONDO NT2 – Privé a reasonable period of time to meet that request, will be declared inadmissible. Anyone who is involved in carrying out this regulation and receives possession of information which he/she knows is private or should reasonably suspect is private, and who is not held to secrecy because of duties, work, or legal regulation, is bound to secrecy, except insofar any legal regulation forces him/her to disclosure or when his task in carrying out this law leads to the necessity to disclose.

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## Enclosure

### Complaints committee MONDO NT2 – Privé

The complaints committee has the duty to handle the complaints submitted to the committee and to come to an independent judgement about the complaints.

The complaints committee is comprised of three members:

- an independent member, also chairperson of the complaints committee.

Ms I. Sturm, registrar, Van de Spiegelstraat 29, 4381 VB Vlissingen

- a member, Dhr. J. Dooms Offenbachlaan 14 4384 ME Vlissingen also deputy chairperson.

- a member, appointed as representative of the client.

For each member a deputy member is appointed. If a member is unable to attend, his/her deputy will attend the meeting.

MONDO NT2 – Privé ensures that vacancies in the committee are filled in time.

The meetings are closed meetings. The agenda for each meeting is drawn up by the chairperson and sent to the members. Together with the agenda the members also receive copies of all complaints that have been submitted since the previous meeting.

The chairperson of the complaints committee is Ms I Sturm, registrar, Van de Spiegelstraat 29, 4381 VB Vlissingen

The second member acts as deputy chairperson.

He/she is appointed in consultation with the person who protects the interests of the students at the local social services department (Gemeenschappelijke sociale dienst Walcheren)

The third member represents the client: to prevent confusion of interests the representatives are expected to have no ties whatsoever with parties also bidding for similar commissions.

The members of the committee are entitled to expenses of 50 Euro per meeting.

The committee meets as often as is necessary, depending on complaints that have been submitted. The complaints committee reports annually on its activities in a public report.

Teachers of language agency MONDO NT2 – Privé cannot be appointed as members of the committee. Every teacher involved in this course is obliged to fully cooperate in the activities of the committee.

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