



DESSAUR
TRAINING

Complaints Regulations Dessaur Trainingen

1. Complaints need to be filed in written form with Naomi Dessaur, owner of Dessaur Trainingen. Complaints may regard supplied services by Dessaur Trainingen, as well as explicit behaviour or statements uttered by third parties operating for clients under the authority of Dessaur Trainingen.
2. Complainant will receive a written confirmation of his/her filed complaint by Naomi Dessaur, containing the date of the complaint, as well as a short description of facts regarding the complaint.
3. Complaints filed later than one year after the incident which the complaint regards, will not be taken into consideration. Naomi Dessaur shall notify the complainant in writing within four weeks if the complaint will not be taken into consideration.
4. The handling of a complaint is dealt with by an independent third party: Marike van Gemert of Echotrainingen (www.echotrainingen.nl).
5. Both the complainant and the defendant will be given the opportunity to be heard. In both cases a written report of these hearings will be drawn up. This report will be sent to both complainant and those affected by the complaint.
6. Complaints will be dealt with by Naomi Dessaur within four weeks after filing.
7. Naomi Dessaur will report to the complainant detailed findings of the investigation on the complaint, as well as possible further measures that will be or are already taken as a result of these findings.
8. Naomi Dessaur sees to registering the number of filed complaints addressed to Dessaur Trainingen, the nature of the filed complaints as well as actions taken as a result of complaints.