



Hotelschool The Hague Complaint Regulation

1. Objective of the procedure

The objective of this regulation is to structure the process of handling external complaints within Hotelschool The Hague. Through this structuring, complaints must be dealt with in such a way as to:

- satisfy the person who made the complaint as much as possible;
- prevent repetition of the incident which was the reason for the complaint.

2. Definitions

(External) complaint: the statement by a natural person or legal person who is not a student or an employee at the Hotelschool, in which he makes it clear that he is not satisfied about the way in which Hotelschool The Hague, a member of staff who is acting on behalf of Hotelschool The Hague or a student of Hotelschool The Hague has acted towards him or another person in a certain matter.

Complainer: person who has made a complaint.

Member of staff: employee of Hotelschool The Hague.

3. Scope

3.1 Any person has the right to file a complaint against Hotelschool The Hague.

3.2 This procedure is not applicable to a report or a complaint by a staff member or a student about an internal matter. Such complaints are regulated in the Employee Handbook and the Students' Statute respectively.



4. Filing and handling complaints

4.1 Complaints, as well as any requests for a provision, if applicable, are submitted to the Board of Directors in writing and underpinned with reasons within 6 weeks after the actions or the decisions concerned either took place or were taken.

4.2 The complainer receives a letter with acknowledgement of receipt within one week after the complaint is received with a description of the complaint and explanation of the procedure. If possible, the complaint will be dealt with in this letter. If this is not possible, the letter will indicate the period of time within which the complainer can expect an answer.

4.3 The complainer receives a written well-reasoned answer from the Board of Directors within 4 weeks, at the very latest, after the complaint was received.

4.4 The period of time as stated in article 4.3 can be postponed in the case of factors that delay the answering of the complaint that are outside the influence of Hotelschool The Hague. In the case of postponement the complainer will be informed in writing. Delaying factors are, for example, official holidays and the lesson-free periods as designated by the Board of Directors.

5. Analysis of the complaints

The correspondence is gathered and analysed by the Secretary to the Board of Directors. The Secretary to the Board of Directors reports periodically to the Board of Directors. The Secretary to the Board of Directors also makes recommendations in order to prevent new complaints and for the improvement of the procedures.

This regulation was determined by the Board of Directors on 2 September 2008 and is effective as of 27 October 2008. This regulation will be published on the Hotelschool The Hague website.