



Complaints regulation Coaching Today Ltd.

From striving to apply a constant quality improvement and guarding, Coaching Today has a complaint regulation for the treatment of external complaints. For this Coaching Today uses the regulation mentioned below:

Article 1.

Definitions 1. Complaint:

In this regulation a complaint means: a written piece, in which a natural or legal person is or express its dissatisfaction concerning the behaviour of and/or remarks of and/or treatment by (an employee of) Coaching Today or by Coaching Today or third parties hired by Coaching Today Ltd..

2. Executive Board: General director and appointed Executive Board members of Coaching Today Ltd.

3. Coaching Today: The legal person Coaching Today Ltd.

Article 2. Conditions

2.1.

Every party concerned within a training or a coaching activity by Coaching Today has the right lodge a complaint.

2.2.

The complaint can be lodged in writing at the Executive Board of Coaching Today. An oral complaint is lodged telephonically at the concerned establishment of Coaching Today and the data of the submissioner are taken by the Executive Board (or a substitute at absence), which sends a complaint form to the same day to the submissioner . After receivment of the complaint form it is treated in accordance with Article 4.

A copy of the complaint goes to the coordinator quality management, which rubricates the complaint and processes it in the Coaching Today complaint system. A written complaint is sent to 'Coaching Today, t.a.v. de directie'. The receivment of written complaints will be confirmed within 3 working days, with regard of Article 4.

2.3.

A complaint is signed and contains at least:

- a. Name and address of the submissioner;
- b. the date of the report;
- c. a description of the complaint: the behaviour, remarks and/or operations about which it to be complained;

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Article 3. No obligation to settlement complaint

3.1.

The complain does not need be handled if:

- a. a complain that is already treated by another organisation;
- b. the fact against which is complained, has taken place longer than three months ago.

c. It concerns a fact which can be announced at the constituent of Coaching Today. If so the Executive Board will forward the complain to the responsible organisation;

d. the complaint anonymous is.

3.2.

When a complaint will not handled, the submissioner and/or the constituent will be informed in writing with a motivation included, yet at the latest within 10 working days after reception of the complaint by the Executive Board.

Article 4. complaint treatment

4.1.

The competence of treating of a lodged complaint belongs to the Executive Board of Coaching Today. The Executive Board does not settle the complain if thereby its impartiality cana not be guaranteed . In that case the treatment of the complaint will be presented to the Dutch Order of Profession Coaches (NOBCO).

4.2.

After reception of the complaint the Executive Board sends a receiving confirmation within three working days to the submissioner and/or the constituent, in which is mentioned on which period the complain is treated. The Executive Board also sends a duplicate of the complain to the person or organisation under whose responsibility the behaviour falls and also to the coordinator quality management.

4.3.

The Executive Board gives the submissioner and the one, to which the complain is related, the occasion (if desirably) to be heard.

The submissioner can be assisted by a Council man or representative.

Of these hearing a written report will be made. Both to the submissioner as well as the one who concerns the complain, this report will be send to by postmail 5 working days.

4.4.

The Executive Board of Coaching Today:

- a. Handles the complaint within 10 working days after reception of the complain;
- b. Can adjourn the treatment of the complain for a maximum of ten working days.

The submissioner will be informed about this in writing.

4.5.

The complaint is settled in writing. In this writing is mentioned a motivated appraisal of all components of the complaint, as well as the possible measures which are or will be undertaken as a result of the conclusions.

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Article 5. Administration

5.1.

Of every complaint a separate file is moored with an unique serial number.

5.2.

Once per trimester during the Executive Board consultation the quality coordinator will report of:

- a. the number of complaints;
- b. the nature of the complaints;
- c. appraisal of the lodged complaints;
- d. taken measures to solve the complaints.

This report is set out in a complaint report.

Thus determined and approved at Den Haag, d.d. 1 May 2007

Executive Board Coaching Today Ltd.

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