

## Complaints Procedure S-Sent

Service Provider:	S-Sent Leven in essentie (S-Sent)
Adress :	Valkenaarstraat 70
PLace :	1271 TN HUIZEN, THE NETHERLANDS
Chamber of Commerce nummer:	81696647
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With regard to its services, S-Sent, legally represented by the owner Ms drs. A.A.M. Reinders, declares that the following complaints procedure applies.

### Definitions

S-Sent:	trainer established as S-Sent Leven in essentie (S-Sent) in Huizen, The Netherlands, and registered with the Chamber of Commerce under number 81696647.
Complaint:	any expression of dissatisfaction with an act or omission by the S-Sent trainer.
Employee:	anyone who performs work for S-Sent, regardless of whether he or she is employed by S-Sent or hired.
Recipient:	the person who receives the complaint within S-Sent.
Complainant:	the person submitting the complaint.
Independent third party:	Mrs. L. Meijer, acting as an independent person who handles the complaint.

## **Filing a complaint**

1. The complaint can be submitted verbally or in writing and signed to S-Sent.
2. If this is submitted orally, the recipient will immediately send a report that is signed for approval by the complainant and of which the complainant receives a copy.
3. The complaint contains at least:
  - Name and address of the complainant.
  - Description of the behaviors against which the complaint is made.
  - Date.
4. S-Sent will confirm receipt of the complaint in writing within 1 week and the name and contact details of the independent third party, to which the complaint will be forwarded for assessment and settlement.
5. The confirmation of receipt states:
  - Handling time
  - The rest of the procedure
  - The name and contact details of the independent third party, from then on "contact person".

## **Not handling a complaint**

1. The complaint does not need to be dealt with if it concerns an act/or statement that took place more than one year before the complaint was submitted.
2. The complainant will be notified in writing within 2 weeks of receipt of a complaint not being dealt with.

## **Handling a complaint**

1. Initially, the complaint will be resolved by the management of S-Sent.
2. If the complainant does not agree with the management's solution, the complainant can make use of the confidential advisor, an independent third party. The complaint will then be handled by an independent third party, a person who has not been involved in the conduct and/or statements to which the complaint relates.
3. Both the complainant and the person to whom the complaint relates will be given the opportunity to be heard. A report is made of the hearing and sent to both the complainant and the person to whom the complaint relates.

## **Procedure handling a complaint**

1. Both parties treat the complaint concerned and the complainant's personal details confidentially at all times.
2. The complaint must be handled within a period of 4 weeks after submission of the complaint.
3. The complainant will be informed in writing by S-Sent, with reasons, of the findings of the investigation into the complaint, as well as of any conclusions attached to it.
4. No objection or appeal can be lodged against a decision regarding the handling of a complaint about a behavior of S-Sent.
5. S-Sent is responsible for registering the number of complaints submitted to it, as well as the measures taken as a result of the complaints submitted. Complaint and handling of the complaint and all related documents will be kept for two years after handling of the complaint.
6. These regulations come into force on 1 January 2021.