

## Complaints Handling Procedure

This complaints procedure applies to all “I focus and write” courses and services.

### 1. Notification, Filing a Complaint and Confidentiality

Within one week after the client has discovered or has been able to detect the defects, a client makes a written 'report' of dissatisfaction to **Ana Pineda**, hereafter referred as the management of “I focus and write”.

“I focus and write”'s management is obliged to make every effort to resolve this report in mutual consultation within a reasonable period, but no later than within 2 weeks of receipt.

The management determines what the report relates to and records this report.

If possible, the management will deal with the report immediately. If this is not immediately possible, it will contact the client and make further arrangements about the handling.

Feedback can be given verbally (by telephone) or in writing (e-mail).

If the report has not been dealt with to the satisfaction of the client, the client will report this in good time, this time as a written complaint to the management. Timely is understood to mean within a maximum of 2 weeks after handling the 'report'. Failure to submit the complaint in time may result in the client losing its rights in this regard.

“I focus and write” will handle the complaint and discuss it internally, after which the findings will be fed back to the client.

A formal complaint is always submitted in writing and signed and contains at least:

- The name, address of the submitter;
- The date;
- An accurate description of the complaint;
- The period in which the complaint arose.

Reports and complaints can be sent to:

“I focus and write”  
To the attention of Ana Pineda  
Roelofsstraat 94  
2596VR Den Haag

“I focus and write” only handles written reports and complaints. “I focus and write” advises the complainant to send the report/complaint by registered mail.

Every report/complaint **is treated strictly confidentially and only discussed with those directly involved.**

“I focus and write” has the obligation to make every effort to resolve complaints within a reasonable period of time, **but at the latest within 4 weeks.**

## **2. No obligation**

“I focus and write” is not obliged to handle the report or complaint if:

- the report/complaint relates to something other than the implementation of one of the “I focus and write” courses or services contracts;
- a complaint has already been submitted by the client about this and this has been treated as a formal complaint, in accordance with other articles in this complaints procedure;
- this took place more than 1 month before the complaint was submitted;
- is or has been subject to the judgment of a court other than an administrative court .

The person submitting the complaint will be notified verbally (by telephone) or in writing as soon as possible, but no later than 3 weeks after receipt of the complaint.

## **3. Complaints**

“I focus and write” will provide written confirmation of receipt of the complaint to the submitter.

This confirmation contains at least a description of the procedure and the expected duration of handling the complaint.

## **4. Handling complaints**

The management of “I focus and write” determines per complaint whether it is necessary to appoint a team (complaints committee) of at least 2 members, one of whom is an independent third party. **The decision of the independent third party is binding.**

That third party is **Carolina Gil**, Address: Carrer Navas, 33, Entlo Dcha, 03001 Alicante, Spain, Telephone: +34 965145135

The handling of the complaint is done by the management or the complaints committee, which takes into account the story of both parties in the assessment.

The management or complaints committee decides on the complaint **within 4 weeks.**

**The decision of the complaints committee is binding for all parties.**

Due to special circumstances, the complaints committee can suspend the handling of the complaint for a maximum of 4 weeks.

The Complaints Committee will notify the complainant orally (by telephone) or in writing stating the reason for the delay and the new term within which the complaint can be expected to be dealt with.

The management or the complaints committee will give the complainant the opportunity to be heard. This can be omitted if the submitter has declared that does

not wish to make use of the right to be heard or if a complaint is manifestly unfounded.

The complaints committee makes a report of the hearing, which forms part of the feedback to those directly involved. The complaints and their handling process are recorded and these **records are kept for a maximum of 1 year**.

## **5. Citation title**

This regulation can be regarded as “I focus and write” Complaints Regulation”.

This regulation will be evaluated annually by the management of “I focus and write” and, if necessary, adapted to new developments in legislation and jurisprudence or new insights.

Irrespective of this arrangement, the provisions described in the General Terms and Conditions of “I focus and write”, filed with the Chamber of Commerce in Den Haag under number 0010-8577 on December 23rd, 2022, continue to apply.

## **6. Entry into Force and Remaining Disputes**

This “I focus and write” Complaints Procedure was adopted by “I focus and write” on December 20, 2022.

This regulation takes effect retroactively from 1 January 2022.

This agreement is governed by Dutch law.

Disputes that cannot be resolved by mutual agreement may be submitted to the competent court.

All disputes will be settled exclusively by the competent court in the District of Den Haag.

## **Explanation**

Before going through the formal process of handling complaints, it is decided to first try to resolve the complaint together with those directly involved. However, if this does not lead to a satisfactory solution, the complaint can be made known according to the described procedure.

A formal complaint must relate to the way in which “I focus and write” has delivered the courses and services. General complaints about the manner in which the company policy is implemented therefore fall outside the scope of this complaints procedure.

If “I focus and write” has handled the complaint to the satisfaction of the client, or if the client indicates that it does not wish to handle it further, the obligation to handle it further lapses.

If you are not satisfied with the handling of the complaint or the decision of the management or the complaints committee, you can turn to the competent court.