Complaints Procedure

FA Education VOF

ORGANISATION	VERSION	DATE
FA Education VOF	1.0	September 2026

At FA Education VOF, quality and participant satisfaction are our top priorities. We do our utmost to offer our participants professional and valuable training. Nevertheless, there may be times when you are not satisfied with something. In that case, we warmly invite you to let us know. We take complaints seriously and use them as an opportunity to improve our services.

1. Purpose of the complaints procedure

This complaints procedure is intended to handle complaints from participants, clients or other parties involved in a careful and transparent manner. The procedure meets the statutory requirements and ensures that your complaint is handled fairly.

2. Submitting a complaint

You can submit a complaint in writing or by email using the contact details below:

> FA Education VOF
> Maassingel 76
> 5751 VP Deurne
> The Netherlands
> Email: info@fa-education.nl
> Attn.: Complaints Officer

Please include the following with your complaint:

- Your name and contact details
- The date
- A description of the complaint
- Any relevant documents or supporting evidence

3. Handling of the complaint

You will receive an acknowledgement of receipt within 5 working days of us receiving your complaint.

We aim to deal with the substance of your complaint within 10 working days. If more time is needed for investigation, we will inform you, with an explanation and an expected timeframe.

Your complaint will be handled confidentially by an independent complaints officer within FA Education VOF or by an externally appointed party.

4. Assessment and response

You will receive a written response containing:

- The findings of the investigation
- The position of FA Education VOF
- Any solution or measure offered

5. External independent third party

If you do not agree with the outcome of our internal complaints procedure, you may turn to an external independent third party with whom FA Education VOF works. This is Monique Schreurs on behalf of Boels Zanders. The independent third party issues a binding decision, the outcome of which FA Education will act upon within two weeks at the latest.

6. Registration and retention period

All complaints are registered and kept for 2 years for quality purposes. The data is treated confidentially in accordance with the applicable privacy legislation (GDPR).

Do you have any questions about this procedure or would you like to file a complaint? Please feel free to contact us.