



Complaint procedure Techionista B.V.

If you have complaints about a long or short track at Techionista B.V. (Techionista Academy), and/or you are not satisfied with our service or execution of the assignment, please read the following complaint procedure below.

Submitting a complaint or objection

1. If a candidate* if a customer is not satisfied with the service of Techionista B.V. or has complaints about the execution of the assignment, the candidate or customer can submit a written complaint to us. You can do this by email. Via info@techionista-academy.com with the subject "complaint". Please report the complaint within seven calendar days of its occurrence.
2. The candidate or customer must have sufficiently substantiated and/or explained the complaint:
 - Your first and last name;
 - Description of the complaint or objection;
 - Any name of the person or department to whom the complaint or objection relates;
 - Additional documentation of interest;
 - The date on which the conduct or fact took place.

Handling your complaint or objection

All complaints or objections will be treated confidentially.

1. Techionista will respond to the complaint or objection as soon as possible, but no later than seven calendar days after we have received your complaint or objection.
2. Techionista can request additional information from the objector and other involved parties. The complaint or objection will be handled by an employee of Techionista who is not directly involved with the complaint or objection.
3. The parties will try to find a solution together.

Objection

If the procedure has not led to an acceptable solution, we offer you another possible appeal procedure. Please read below.

As a member of the NRTO, Techionista is affiliated with the Consumer Disputes Committee Foundation.

*The Disputes Committee has been set up to make a decision in the event of a dispute between the participant and the provider that is binding for Techionista B.V. The Disputes Committee can only be appealed if the internal complaints procedure at Techionista B.V. has been completed without leading to a solution. When a dispute is handled by the independent Disputes Committee, the General Terms and Conditions of Techionista B.V. and the NRTO Code of Conduct are central to the decision. The ruling is binding and will be followed in all cases.**

Closing remark

- A 'candidate' is someone who follows a Techionista Academy short or long track.
- A 'customer' is someone who makes use of Techionista B.V. the services.

*<https://www.nrto.nl/kwaliteit/geschillencommissie/> – Geschillencommissie – NRTO