



Considering it is desirable to have regulations that ensure proper handling of complaints in accordance with Chapter 9 of the Netherlands' General Administrative Law Act (Awb), Triple A RC Academy has decided to adopt the following complaints procedure.

I. General terms

Article 1. Complaints

1. Any person has the right to submit a complaint to TRIPLE A RC ACADEMY about the way in which TRIPLE A RC ACADEMY has behaved towards them or any other person during the performance of its duties.
2. An act of a person working under the responsibility of TRIPLE A RC ACADEMY shall be deemed to be an act of TRIPLE A RC ACADEMY.

Article 2. Proper handling

TRIPLE A RC ACADEMY guarantees proper handling of all oral and written complaints about its conduct, with due regard for confidentiality.

Article 3. Scope

This procedure applies to the handling of written complaints relating to conduct towards the complainant that meet the requirements set out in Article 5, first paragraph, a to d, of these regulations.

Article 4. Oral/other complaints

1. In dealing with complaints submitted orally or by e-mail, or complaints concerning conduct towards a person other than the complainant, TRIPLE A RC ACADEMY will exercise due care.
2. TRIPLE A RC ACADEMY will inform a complainant who has submitted a verbal complaint or complaint by e-mail of the possibility of submitting a written complaint.

II. Processing complaints

Article 5. Submitting a complaint

The written complaint is undersigned and contains the following:

- a. the complainants name and address;
- b. the date;
- c. a description of the act or behaviour the complainant is submitting their complaint about.
- d. The letter of complaint is addressed to:
Triple A RC Academy
Sinnigvelderstraat 189
1382 EV WEESP

Article 6. Seizing the complaints process

1. At any stage of the complaints handling process, TRIPLE A RC ACADEMY may consider whether the complainant can be satisfied through informal handling of their complaint.
2. Once TRIPLE A RC ACADEMY has satisfied the complainant, its obligation to continue applying this procedure ceases.

Article 7. Confirmation of receipt

TRIPLE A RC ACADEMY confirms receipt of the complaint in writing within 1 (one) week.

Article 8. Complaints processing

1. TRIPLE A RC ACADEMY's Owner/Director is in charge of handling the complaint.
2. If the complaint concerns an act of the Director, the complaint is handled by TRIPLE A RC ACADEMY's Administrator/Accountant.

