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Complaints Procedure – Academic Training Association

Purpose

In this procedure, the manner in which complaints received at Academic Training Association (hereafter ATA) are dealt with is described.

Definition of a complaint

A complaint refers to an expression of disapproval or discontent and shows that something incorrect occurred concerning an activity of ATA.

General procedure

- All complaints will be answered as soon as possible and at least within 14 days; if this cannot be realised, the client will be informed about this.
- In principle, the complaint will be dealt with by the responsible person who is involved with the subject of the complaint.

Expression of complaints

A complaint can be expressed by the client in several ways:

- Via the electronic Complaint Form on the website: www.academictraining.org.
- By e-mail.
- By sending a letter.
- By making a phone call
- Face-to-face; for instance during the special complaint hours scheduled at the Summer Universities in Pristina, Mitrovica and Skopje.

Possibility to appeal

In case a client is unsatisfied about the way his or her complaint has been dealt with by ATA, the client can submit a written appeal with (one of) the directors of ATA. This appeal will be answered within 14 days.