

easyNL

Dutch for Foreigners

targeted, flexible and
thorough

Complaints

The work of easyNL is to help and guide you towards learning the Dutch language. Therefore we do our best to help and support our clients and participants as much as possible. Our slogan is 'targeted, flexible and thorough' and we constantly try to make this true.

Talk first

However, if you are not satisfied about our efforts or services, please don't hesitate to tell us. Of course, easyNL will keep your complaint in confidence. In the first place you can approach your teacher and discuss the matter with him or her. For instance, if you are not happy with the contents of the course or with the way of teaching, you can talk to your teacher. If you want to change to another group, again you can discuss it with your teacher or with the general manager and director of easyNL, Mr. Frans Suijkerbuijk. In most cases, if not in all, a quick and direct and appropriate solution may be found.

Procedure

If you have a complaint, please write a letter or email message with the subject 'complaint' and send the letter to easyNL, Frans Suijkerbuijk, Roelofspad 10, 5645 JG Eindhoven or the email to frans.suijkerbuijk@easyNL.nl. In return easyNL will send you a confirmation message within one week after receipt. Please, specify in your letter the nature of your complaint (what did you expect, which expectation was not fulfilled) and what you have done to try to solve the problem (for example, discussed the problem with your teacher). Please, be as specific and detailed as possible. Your complaint will be reviewed by the director of easyNL. If the complaint is about the director, another teacher of easyNL will take care of the complaint.

If needed, you will be invited to explain your complaint and discuss a possible solution. You will get a reaction ultimately three weeks on receipt of your complaint.

Not satisfied?

If you are not satisfied with the completion of your complaint, you and/or easyNL can forward the complaint to a third party, the complaints commission. The members of this commission are drs. A.Th. van den Bosch and drs./drs. F.J.A.M. Kennes. If wanted, the commission can demand further explanation or information from both parties. The commission will give a reaction ultimately four weeks upon receipt of the complaint. If more time is needed to come to a decisive answer, within 3 weeks after the forwarding of the complaint the commission will inform both parties and provide reasons for delay and indicate when the final conclusion can be expected. The conclusion of the commission is binding. If necessary, easyNL will settle the consequences quickly and neatly.

Every complaint will be kept in confidence. easyNL will register the complaint and keep the registration form in archive for the period of three years.

However, we do hope and trust that we can solve any upcoming issue at an earlier stage.

Cancellation rules

Furthermore, we point to the procedures related to withdrawal from a course, as stated in the general conditions. Upon subscription or after offer and acceptance, every student or client agrees with the general conditions. Restitution of the course fee is specified there. Only if it is provable that easyNL has failed to fulfil its obligations, restitution of (a part) of the course fee is possible.