



COMPLAINT PROCEDURE ANIMA MUNDI SCHOOL

PREAMBLE

Anima Mundi School wants to give substance to the quality of its Training and Courses, to monitor that this quality is achieved and to determine what measures are needed for improvement.

The right of complaint has an important signaling function with regard to the quality of education. As a result of the complaints procedure, Anima Mundi School receives signals that can support it in improving the Training and Courses and the healthy running of affairs at the learning and research institute.

The procedure aims at a careful handling of complaints, which serves the interests of those involved, but also the interests of Anima Mundi School.

The first phase of the procedure is to email us with your complaints directly through animamundischool [at] gmail.com.

PERSONAL INTEGRITY

An appointed complaints officer will be arranged for the purposes of the Anima Mundi School complaints procedure. S. Schreve has been appointed as complaints officer. S. Schreve can be contacted on S.schreve [at] gmail.com

PRELIMINARY SIMPLE COMPLAINT TREATMENT

Anima Mundi School has the task to prevent complaints as much as possible. However, should a complaint arise, this complaint must be resolved effectively.

Anima Mundi School assumes that complaints are generally of a simple nature and can in principle be resolved in a simple and individual way.

Anima Mundi School has the following principles in mind when handling complaints:

- Complaints can be made both orally and in writing. An oral complaint can be made against anyone.
- The person within Anima Mundi School who receives the complaint will do something with this. This phase is informal.
- A confirmation will be sent to an oral or written complaint that is submitted within two weeks.

Written complaints may be the follow-up to an oral complaint made in the first instance, or may be submitted immediately without the complainant having first had informal contact with the accused.

WRITTEN COMPLAINT

Written complaints are submitted to Anima Mundi School, which ensures that the complaint is handled. The handling of the complaint will take place in an official manner. Mediation to come to a solution is prevailed. Proper handling of a complaint means that in any case:

- Providing sufficient information to the complainant
- Give the complainant the opportunity to explain his / her complaint
- Request information from third parties if necessary
- Processing within a period of 8 weeks, unless a longer period of time is needed to conduct research. In that case we will inform you within the aforementioned period.

A written complaint is finalized by a written notification from Anima Mundi School to the complainant, in which it is stated what the findings and conclusions are as a result of the submitted complaint and how the complaint will be responded to. If the complaint has been resolved through mediation, it will be indicated how this was done.

Complaint handling must primarily take place at the academy level. If it is not possible to resolve the matter at this level, it may still be decided to call in the complaints officer.

The complaints officer will only process a complaint after the preliminary phase of handling complaints at the academy level.

SPECIAL COMPLAINT PROCEDURE

Complaints with regard to personal integrity, namely sexual harassment, aggression, violence (including bullying) and discrimination, are of such a nature that they are not dealt with through the preliminary phase of handling complaints at the academy level. These complaints go directly to the competent authority and the complaints officer to be appointed by it.

The preliminary phase handling of complaints at academy level also does not apply if it concerns issues related to admission, promotion / rejection, suspension, final removal of students and irregularities during the exam. These matters are referred to the complaints officer.

The complaint will always be treated confidentially.

ANIMA MUNDI SCHOOL COMPLAINTS REGULATION

Article 1: Definitions

For the purposes of this Regulation:

1. School and Academy: Anima Mundi School;
2. Complaint officer: the officer as referred to in Article 3;
3. Complainant: any natural or legal person who submits a complaint;
4. Complaint: a complaint about the accused's behavior and decisions or failure to act and the defendant's failure to take decisions;

5. Accused: the person accused by the complainant.

Article 2: Institution and duties of complaints officer

1. There is a complaints officer on behalf of Anima Mundi School who investigates the complaint and advises Anima Mundi School on this;
2. The complaints officer advises Anima Mundi School on:
 - a. the (in) merits of the complaint;
 - b. taking measures;
3. To protect the interests of all those directly involved, the complaints officer takes the greatest possible care when handling a complaint.

Article 3: Appointment of complaints officer

1. Anima Mundi School appoints the complaints officer. S. Schreve has been appointed as complaints officer.

Article 4: Submitting a complaint

1. The complainant submits the complaint in writing to Anima Mundi School, after the preliminary phase of handling complaints at organisational level.
2. The complaint must be submitted within 6 weeks of the behavior or decision against which the complaint is directed;
3. The date of receipt will be noted on the submitted complaint;
4. Anima Mundi School will respond to the written complaint submitted within a period of four weeks.
5. After passing on the complaint, the complaints officer informs the complainant, the accused and Anima Mundi School in writing that he / she is investigating a complaint and what the nature of the complaint is;
6. The complainant and the accused can be assisted or represented by an authorized person.
7. Complaints will always be treated confidentially.

Article 5: Withdrawal of the complaint

If the complainant withdraws the complaint during the procedure with the complaint officer, the complaint officer informs the accused and the competent authority.

Article 6: Content of the complaint

1. The complaint must be submitted and signed in writing;
2. The complaint contains at least:
 - the name and address of the complainant;
 - b. the date;
 - c. a description of the complaint;
3. If the provisions in the second paragraph are not met, the complainant will be given the opportunity to rectify the omission within two weeks. If the provisions in the second paragraph have still not been met, the complaint may be declared inadmissible;
4. If the complaint is declared inadmissible, this will be reported to the complainant, the accused and Anima Mundi School in writing, and with underlying reasoning.

Article 7: Preliminary investigation

In connection with the preparation of the handling of the complaint, the complaints officer is authorized to collect all required information. She / he can engage experts for this and invite them for an interview if necessary. If costs are involved, prior authorization from Anima Mundi School is required.

Article 8: Advice

1. The complaints officer reports her / his findings in writing to Anima Mundi School, adding the report of a possible interview within eight weeks after this interview has taken place. This period can be extended by four weeks. The complaints officer will report this extension in writing and with reasons, to the complainant, the accused and Anima Mundi School;
2. The complaint officer gives a reasoned opinion about whether or not the complaint is justified. The complaints officer sends the advice and the report of the interview in copy to the complainant, the accused and Anima Mundi School;
3. The complaint officer can also make a recommendation in his / her advice about measures to be taken.

Article 9: Non-participation in the treatment

The complaints officer will not handle if his / his impartiality may be at stake. The mere fact that the complaints officer is a member of Anima Mundi School is no reason to assume that impartiality is at stake.

Article 10: Decision on advice

1. Within eight weeks of receiving the advice from the complaints officer, Anima Mundi School informs the complainant, the accused and the complaints officer in writing, stating whether he / she shares the opinion on the merits of the complaint and whether he / she takes measures based on that advice and if yes which one. This period can be extended by a maximum of four weeks. Anima Mundi School reports this extension in writing and with reasons, to the complainant, the accused and the complaints officer.
2. Complaints are registered by Anima Mundi School and stored for a period of two years.

Article 11: Judgment appeal body (complaints officer)

The judgment of the appeal body is binding on Anima Mundi School. Possible consequences are dealt with quickly by the institute.

Article 12: Public nature

1. These regulations will be published on the website of Anima Mundi School.

Article 13: Other provisions

1. This scheme comes into effect on 1 September 2019;
2. In cases not covered by the regulation, the Anima Mundi School decides;
3. This regulation can be cited as "Complaints regulation Anima Mundi School";
4. This complaints procedure does not limit the complainant's ability to submit a dispute to the court at any time.