

Complaints and disputes

VISMA PlusPort does its best to provide you with the best possible service. However, it may happen that you are not satisfied. If it is a small problem, please tell us your opinion by phone or email, we will reply to you and propose a solution as soon as possible. If the issue is more complex or concerns a complaint, please follow the complaints procedure below. Naturally, we will treat your report or complaint in confidence and we will try to find a solution in consultation with you.

Complaints procedure

Article 1: Definitions

1. VISMA PlusPort, located in Zoetermeer;
2. Complainant: a participant in an education or training or a parent or (other) legal representative of a minor participant;
3. Complaint: complaint about the organization or content of the education or training at VISMA PlusPort or the way in which (where appropriate) it is provided;
4. Complaints also do not include a complaint about the content or assessment of an exam. The complainant submits such complaints to the Examination Board.
5. There is no right of complaint against a decision of general application.

Article 2: Confidentiality

1. VISMA PlusPort treats the complaint confidentially and archives the complaint.
2. VISMA PlusPort registers complaints and the manner in which they are handled. This data is kept for set periods (in accordance with ISO: 27001 certification).

Article 3: Submitting a complaint

1. Within VISMA PlusPort, complaints are handled by an employee of the Customer Support department. If necessary/desirable by the Customer Support manager.
2. The complaint must be made in writing, substantiated and signed, by email to customersupport@plusport.com.

3. Complaints must be submitted to VISMA PlusPort in a timely, complete and clearly described manner. 'Timely' means 'within a reasonable period after the complainant has discovered or could have discovered the defects'. Failure to submit the complaint in a timely manner may result in the complainant losing his or her rights in this regard.

Article 4: Handling of the complaint

1. **Confirmation of complaint**

VISMA PlusPort will send an acknowledgment of receipt via email to the complainant within 2 working days. If a solution cannot be offered immediately, an indication will also be given of the period within which a further investigation will be started and the complaint will be handled.

2. **Investigation complaint**

VISMA PlusPort initiates a further investigation into the submitted complaint within 7 working days and strives to announce the result of this investigation to the complainant within a reasonable period.

Article 5: Ruling

1. Customer Support will make a decision within 4 weeks after receiving the complaint. Deviations from this are only possible if substantiated. In the event of a deviation, the complainant will be informed and an indication will be given when VISMA PlusPort expects to be able to provide a definitive answer.
2. The decision will be communicated to the complainant by email and will include at least the findings, conclusions, responses and handling of the complaint.

Article 6. Appeal

1. If the complainant does not agree with the ruling, he can contact the Dutch Foundation for Consumer Complaints Boards, Bordewijklaan 46, PO Box 90600, 2509 LP The Hague, telephone number: 070 - 3105310, www.degeschillencommissie.nl/english.
2. VISMA PlusPort complies with the assessment of the appeal body and ensures rapid handling of any consequences.