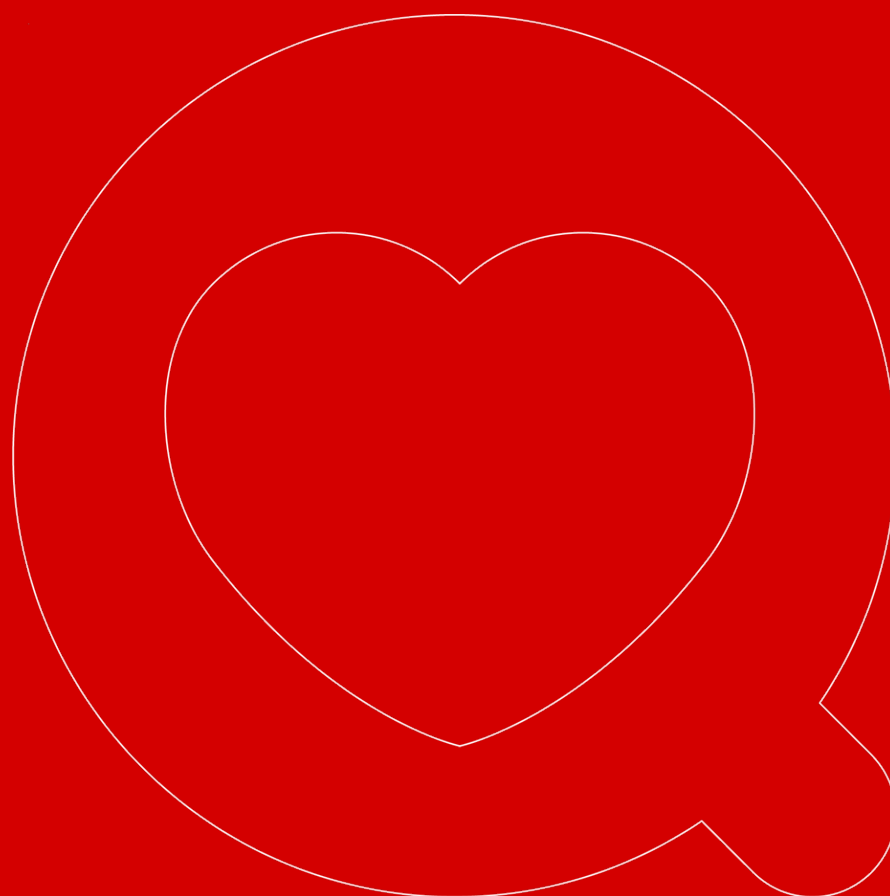


TinQwise' 2021 Complaints handling procedure

(Version: January 2021)



- a) Complaints must be lodged in writing - by email (klachten@tinqwise.nl) or by letter (TinQwise Klachtenprocedure, Mussenstraat 15, 1223 RB Hilversum, the Netherlands). Complaints lodged in writing must comply with the requirements below:
 - the name, address and telephone number of the party lodging the complaint
 - the date
 - a brief description of the complaint
 - a signature
- b) Oral complaints shall be recorded in writing at the request of the party lodging the complaint. The complaint, once it is in writing, will be handled after the party lodging the complaint has approved and signed it.
- c) As soon as TinQwise has handled the complaint to the satisfaction of the party that lodged it, TinQwise is no longer obliged to continue with this procedure.
- d) The party that lodged the complaint shall receive a receipt and an appointment for a meeting with TinQwise and the client, if the party that lodged the complaint is not the client, no later than one week after TinQwise has received the written complaint.
- e) If the party that lodged the complaint or the person whose behaviour the complaint concerns has not complied with TinQwise' request to appear, supply information, present documents or cooperate with the investigation in other ways, TinQwise shall handle the complaint based on the information available.
- f) The maximum term for handling a complaint is three weeks after the receipt of the written complaint (please see requirements under a). TinQwise may extend the term for handling the complaint by no more than two weeks.
- g) TinQwise is not obliged to handle the written complaint if it is clearly evident that a third party, and not TinQwise, is the subject of the complaint.
- h) TinQwise is not obliged to handle the written complaint if it concerns behaviour and/or a statement that occurred more than twelve months before the complaint was lodged.
- i) If a complaint is not accepted, the party that lodged the complaint will be notified of that decision as soon as possible but no later than two weeks after the receipt of the written complaint.
- j) TinQwise' management is charged with handling complaints involving employees and complaints involving the management itself.
- k) If the parties cannot jointly reach a solution, an independent, certified mediator or adviser will be called in. Both parties are entitled to take the initiative to call in an independent adviser or certified mediator. The division or allocation of the costs of a third party called in for mediation is only possible if this was agreed in advance between the party that lodged the complaint and TinQwise. If the parties are then still unable to find a solution together, the handling of the complaint will be handed over to the legal expenses insurance company with whom TinQwise is insured.
- l) TinQwise shall ensure registration of the complaints received and shall annually review the nature of the complaints and the measures introduced within the context of the complaints handling procedure with the management. If necessary, TinQwise shall implement measures for improvement.

TinQwise makes specific arrangements with TinQwise' clients that are laid down in contracts. Furthermore, TinQwise works with the General Terms and Conditions laid down by NLdigital Voorwaarden, 2020 version (which are also available for downloading from www.tinqwise.nl).

TinQwise' complaints handling procedure is subject to those specific arrangements, followed by the NLdigital Voorwaarden and Dutch law. TinQwise is a member of the Dutch Council for Training and Education (Nederlandse Raad voor Training en Opleiding, NRTO) and also complies with the requirements set by NRTO for that quality label.