

Dagnall Talen's Complaints Procedure

Customer satisfaction is of paramount importance at Dagnall Talen. During the intake interview, our trainers discuss the purpose of the course with the student(s). During the course, evaluations are carried out to measure whether the objectives, previously set, are actually feasible. This procedure is described in PrO Dagnall. All trainers have this PrO at their disposal. Because our courses are tailor-made, we rarely have to deal with complaints. Should you not be completely satisfied with Dagnall Talen's approach, you can always contact Dagnall Talen's management and any issues will be resolved quickly.

At the start of the course, all students receive Dagnall Talen's management contact details. In the unlikely event that students have a complaint, they can contact Dagnall Talen's management directly.

The guidelines for dealing with complaints is laid down in the digital Dagnall Manual, and is kept there for an indefinite period of time. Only the trainer involved (for as long the handling is in process), the officer manager and Dagnall Talen's Director have access to this data.

Complaints procedure

- 1 | A complaint must be sent within ten working days, after the end of the training or delivery of the product, by email to info@dagnall.nl or by letter to Industrieweg 22, 9403 AA Assen. Please state the subject of your complaint clearly and to which employee(s) your complaint relates.
 - 2 | If the complaint concerns a language trainer, we will contact the trainer and the party involved to investigate the complaint.
 - 3 | If the complaint concerns an incident, please describe the incident and the date on which the incident occurred.
 - 4 | Within five working days you will receive a written confirmation stating the time period in which you will receive a substantive reply to your complaint.
 - 5 | This period shall not exceed 28 days after receipt of the complaint.
 - 6 | Dagnall Talen's management will provide you with a solution in writing by letter or email.
 - 7 | The complaint is closed.
 - 8 | Should you not agree with the proposed solution, there is a possibility to appeal to Strix advocaten in Groningen.
 - 9 | The evaluation carried out by Strix advocaten shall be delivered within a reasonable period of time and shall be binding.
 - 10 | The handling procedure and associated documentation are stored in our system for a period of 6 months. After this period, all the information concerning this matter will be deleted.
-