

ICCI - Complaints Regulations

1. The ICCI does everything possible to have satisfied students, any student dissatisfied with the services of the ICCI may always submit a question or a complaint, and the ICCI has the intention to answer the question or complaint as soon as possible and to your full satisfaction.
2. It is always advised to first try talking directly to the person your complaint concerns.
3. If you do wish to submit an official complaint, complaints are to be submitted to the ICCI's director, Noa Brume, who can be reached by telephone and by email for dealing with questions or complaints of an administrative nature, or regarding the contents of the course.
4. You may ask the ICCI to receive a complaint form, or you may use your own format, as long as the issue is explained clearly.
5. Complaints that are not submitted within 2 months will not be dealt with.
6. Complaints will be treated confidentially and will be kept on record for 3 years.
7. Your complaint will be answered by the entrepreneur within 10 working days, to be calculated from the date of receipt. Questions or complaints that require a longer processing time will be answered by the entrepreneur by return of post with acknowledgement of receipt and an indication of when you can expect an answer.
8. If the complaint cannot be resolved in mutual consultation, there a possibility to appeal the School's decision regarding the complaint, before the following neutral third party, who is a lawyer and mediator, whose decision shall be binding for the ICCI. The institute is to take any measures required by this third party and to do so promptly :

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