

Complaints procedure Language Center

1. According to the dictionary, a complaint is an expression of dissatisfaction: for example, you are not satisfied with the behavior of lecturers or employees or with the quality of facilities. The Tilburg University Language Center considers a complaint to be a written expression of dissatisfaction.
2. If you experience a problem with the organization or the execution of a course, the Tilburg University Language Center would appreciate it if you first discuss this complaint with the person directly involved at the Tilburg University Language Center and/or with the program counselor.
3. If the complaint is not resolved to your satisfaction, you can submit a complaint to the Student Desk in writing. The complaint can be sent by e-mail to languagecourses@tilburguniversity.edu or by post to: Tilburg University, attn. Student Desk, A 301, Postbus 90153, 5000 LE Tilburg.
4. The subject of the letter or e-mail must clearly state that it is a complaint.
5. The text must clearly state your name, e-mail address, and telephone number, the course you are attending, and a clear description of your complaint and the person, location, procedure, etcetera your complaint relates to.
6. Within 5 working days after receipt of the complaint, the Student Desk will send you a confirmation of receipt and forward the complaint to the Complaints Committee.
7. The Complaints Committee consists of the coordinator of the section concerned and the head of the Language Center. If the complaint concerns the coordinator, the Complaints Committee consists of the head of the Language Center and a coordinator of one of the other sections. If the complaint concerns the head of the Language Center, the Complaints Committee shall consist of two section coordinators.
8. If the complaints committee decides not to handle your complaint, you will be informed of this in writing and with reasons within 20 working days.
9. The Complaints Committee will hear you and the employees involved if it deems this necessary. The Complaints Committee will then take a decision.
10. You will receive a response from the Complaints Commission within 30 working days of receiving the complaint.
11. If you are not satisfied with the response, you can submit your complaint to the Central Disputes and Complaints Desk. See www.tilburguniversity.edu/students/studying/regulations/complaint-appeal/ for more information.
12. If you do not agree with a decision concerning restitution, admission to a course, etc., you can lodge an appeal with the Executive Board. The appeal may be submitted to the Central Disputes and Complaints Desk or directly to the Executive Board within six weeks of the date of the decision against which the appeal is directed. For more information, see www.tilburguniversity.edu/students/studying/regulations/complaint-appeal/
13. If a complaint (after having gone through the previous steps) is insolvable, you can contact the Complaints Line and the Council for Arbitrators of *Blik op Werk* if it concerns the Dutch as a Second Language (*NT2*), Knowledge of Dutch Society (*KNM*), and Orientation Dutch Labor Market (*ONA*) courses.