

COMPLAINTS PROCEDURE

Complaints Procedure for Novet – The EFT Standard. Novet is part of Actrom Consultancy.

1. Definitions

- 1.1. Client: The (legal) person who intends to participate in a workshop, training, course, learning therapy, supervision, or EFT program at Novet.
- 1.2. Novet: The contractor providing workshops, training, courses, or EFT programs through one of Novet's trainers.
- 1.3. Order Confirmation: The agreement for the provision of a workshop, training, course, learning therapy, supervision, or EFT program by one of Novet's trainers.
- 1.4. Report: An expression of dissatisfaction communicated to Novet regarding the way Novet has acted in a particular situation or delivered services.
- 1.5. Complaint: A formal, written expression of dissatisfaction about Novet's conduct or service provision in relation to an order. A complaint can only be submitted if a report (see 1.4) has not been satisfactorily resolved.

2. Applicability

This complaints procedure applies to all assignments handled by Novet.

3. Reporting, Submitting a Complaint, and Confidentiality

- 3.1. A client must submit a report of dissatisfaction via email within one week after discovering the issue, using the contact form on Novet's website. This form is directed to Novet's director.
- 3.2. The director must make reasonable efforts to resolve the report within a reasonable timeframe, but no later than two weeks after receipt.
- 3.3. The director determines the scope of the report and records it.
- 3.4. If possible, the director will handle the report immediately. If not, the director will contact the client and agree on a resolution plan.
- 3.5. Feedback can be given orally (via telephone) or in writing (via email).
- 3.6. If the report is not resolved to the client's satisfaction, the client may submit a formal written complaint within two weeks after the resolution attempt. Failure to do so may result in the forfeiture of rights.
- 3.7. Novet will process and discuss the complaint internally before responding to the client.
- 3.8. A formal complaint must always be submitted in writing, signed, and include:

- The name and address of the complainant;
- The date of submission;
- A detailed description of the complaint;
- The period in which the complaint arose.

Complaints should be sent to: Alpert van Metzhof 5, 1065 AP Amsterdam. Only written complaints are considered, and Novet advises sending formal complaints by registered mail.

3.9. All reports and complaints are treated confidentially and discussed only with directly involved parties.

3.10. Novet is committed to resolving complaints within a reasonable period, but no later than four weeks.

4. No Obligation to Process

4.1. Novet is not obliged to process a report or complaint if:

- a. It does not relate to the execution of the assignment;
- b. A complaint regarding the same issue has already been formally addressed under this procedure;
- c. The complaint pertains to an event that occurred more than one month before submission;
- d. The matter is subject to or has been subject to judicial proceedings.

4.2. If a complaint is not processed, the complainant will be informed as soon as possible, but no later than three weeks after submission, either orally (by phone) or in writing.

5. Complaints Processing

5.1. Novet provides the complainant with a written acknowledgment of receipt.

5.2. The acknowledgment outlines the procedure and expected processing time.

6. Complaint Resolution

6.1. The director determines the necessity of appointing a complaints committee of at least two members, including one independent third party.

6.2. The complaint will be assessed by the director or the complaints committee, considering statements from all involved parties.

6.3. The director or complaints committee will decide on the complaint within four weeks.

6.4. The decision of the complaints committee is binding for all parties.

6.5. Due to special circumstances, the committee may extend the complaint resolution period by up to four weeks.

6.6. In case of an extension, the complainant will be informed via phone or in writing, stating the reason and the new expected resolution timeframe.

6.7. The director or complaints committee offers the complainant the opportunity to be heard.

6.8. If the complainant waives their right to be heard or if the complaint is clearly unfounded, this hearing may be omitted.

6.9. The complaints committee prepares a report of the hearing, which is included in the feedback to the involved parties.

7. Appeals

7.1. If the complainant is not satisfied with the resolution, they may file an appeal within one month of the complaint's resolution. The appeal should be addressed to Mrs. Neris, an independent third party for this procedure.

7.2. A formal appeal must always be submitted in writing, signed, and include:

- The name and address of the complainant;
- The date of submission;
- A detailed description of the appeal;
- Reference to the complaint resolution being appealed.

Appeals should be sent to: Mrs. C. Neris, Houtbroek 8, Stabroek, 2940 Belgium. Only written appeals are considered, and Novet advises sending them by registered mail.

7.3. Mrs. Neris will assess whether the complaint has been handled correctly, both procedurally and substantively. Her decision is binding for both the complainant and Novet.

8. Citation Title

8.1. This procedure may be referred to as the "Novet Complaints Procedure."

8.2. The procedure will be evaluated annually by the director and Novet's team and adjusted as necessary to reflect new legal developments or insights.

8.3. Regardless of this procedure, the provisions outlined in the General Terms and Conditions of Actrom Consultancy (available on the website) remain applicable.

9. Implementation and Remaining Disputes

9.1. This Novet Complaints Procedure was established by Novet on February 27, 2018.

9.2. The procedure is retroactively effective from January 1, 2018.

9.3. This agreement is governed by Dutch law.

9.4. Disputes that cannot be resolved through mutual agreement may be brought before the competent court.

9.5. All disputes shall be settled exclusively by the competent court in the Amsterdam district.

Explanation

Before proceeding with the formal complaint process, an attempt is made to resolve the issue with the directly involved parties. If this does not lead to a satisfactory outcome, the complaint can be formally submitted following this procedure.

A formal complaint must relate to how Novet executed an assignment. General complaints about company policy are outside the scope of this procedure.

If Novet satisfactorily resolves the complaint or if the client chooses not to pursue further action, the complaint process ends. If unsatisfied with the decision of the director or complaints committee, the complainant may appeal to the independent third party (see Article 7). If still unsatisfied, the complainant may take legal action before the competent court.