Complaints Procedure ReAttach Academy

General

Complaints are treated confidentially by both/all parties, which means that any communication regarding the complaint takes place exclusively between the parties involved, without any mention on social media or other public channels, until a decision regarding the handling of the complaint by the management or the complaints/disputes committee has been announced. Complaints are always regarded as an opportunity for improvement within the training institute. Complaints must be reported personally by the complainant to an authorized staff member or the management within 1 month of discovery. A response to the complaint will be provided within 4 weeks.

Definitions

Complainant:

The complainant is a (prospective) participant/student of a course or training program offered by ReAttach Academy.

Complaint:

A deviation or shortcoming of any nature identified by the complaining party.

Complaints Officer:

An independent person who handles the complaint if the complaining party so wishes following a decision by the management.

Complaint Level and Receiving Party

Type	Example	Receiving Party	Form
Low-threshold	Classroom heating; missing documents; logistical complaints	Lecturer / Instructor	Verbal, by telephone, by e-mail, in writing
Regarding lecturer / fellow students	Behavior, competence	Management ReAttach Academy	In writing, e-mail / post
Regarding course content	Does not comply with legislation, is considered too limited	Management ReAttach Academy	In writing, e-mail / post accompanied by an attachment/example
Regarding management	—	Complaints Officer Mr. J. Roosen	In writing

Type	Example	Receiving Party	Form
Dispute	Disagreement with the decision of the management	Complaints Officer Mr. J. Roosen / Board of ReAttach Therapy International Foundation	In writing

Complaints Procedure

- The complainant sends or submits the complaint to the receiving party.
- A response to the complaint must be provided within 4 weeks.
- The receiving party for low-threshold complaints immediately provides an acknowledgment of the complaint and may immediately propose an improvement or a trajectory for improvement.
- The receiving party for a complaint regarding individuals or course content immediately provides an acknowledgment of receipt of the complaint and a preliminary overview of the follow-up, including the expected response time.
- The director determines whether the complaint is admissible for handling, after which the complainant is immediately informed, including an explanation of the reason if the complaint is not (or cannot be) processed—for instance, due to insufficient information or if the complaint does not apply to ReAttach Academy.
- The director of ReAttach Academy is authorized to issue a decision regarding the complaint and any associated adjustments.
- A processed complaint will be resolved within 8 weeks at the latest, unless a longer period becomes necessary in the interim. If more time is required to resolve the complaint, the recipient of the complaint must notify the complaining party in writing or by e-mail as soon as this becomes clear.
- The complaining party (or parties) will be notified of the decision regarding the follow-up of the complaint within the stipulated timeframe.
- Any implementation of adjustments must be carried out as soon as possible, and the complaining party will be informed once completed.
- If the decision entails that adjustments must be made which take longer than the complaint handling period (= determination of the solution), this must be communicated to the complaining party.
- If the complaining party (or parties) does not accept the decision regarding a complaint (whether processed or not), the complainant may turn to the complaints committee.
- The complaining party notifies the management that they wish to contact the complaints committee.
- The management will inform the complaints committee accordingly.
- The management will forward all documents relating to the complaint—now a dispute—to the complaints committee as soon as possible and will notify the complaining party accordingly.

- The complaints committee consists of an independent person appointed by the management: Mr. J. Roosen, board member of the ReAttach Therapy International Foundation (Stichting ReAttach Therapy International). If necessary, at the request of the complaining party, the complaints committee may look for another person (or group of persons) if the complaining party is of the opinion that independence is demonstrably not guaranteed.
- The complaints committee will further take up the follow-up of the complaint or dispute with the complaining party.
- The complaints committee issues a ruling on the complaint and notifies all/both parties accordingly.
- The ruling of the complaints committee is binding for ReAttach Academy (even if under the articles of association the complaints committee reports the ruling back as advice).
- Complaints and the manner in which they are handled are registered by the management of ReAttach Academy and retained for a period of 2 years. The registration of disputes is maintained by the complaints officer of the ReAttach Therapy International Foundation.

Limitations on Submitting a Complaint

- Under Dutch law, ReAttach Academy is not obliged to handle your complaint if it concerns an event that took place more than six months prior to the submission of the complaint.
- ReAttach Academy is not obliged to handle your complaint if it concerns an event that has been submitted for judgment to a judicial authority through the institution of legal proceedings.

Contact Details

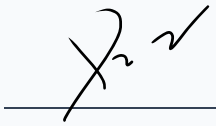
ReAttach Academy	Stichting ReAttach Therapy International
Geulhemmerweg 2a 6325 PK Berg en Terblijt, The Netherlands Website: www.reattachacademy.com	Attn. Complaints Officer Mr. J. Roosen Geulhemmerweg 2a 6325 PK Berg en Terblijt, The Netherlands

Adoption and Signature

This complaints procedure has been updated and adopted in November 2026 in Berg en Terblijt.

Management / Director (DGA) ReAttach Academy

Signature:



Name: Dr. Paula Zeestraten-Bartholomeus
Date: 4-11-2026