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Complaint Procedure

Codam is committed to providing students with the best possible learning experience, and helping students in the best way possible. The Codam staff is always open for suggestions and feedback and encourages candidates and students to share their experiences and ongoing satisfaction.

However, a candidate or student who believes that they have been subject to an improper treatment by a Codam staff member or unfairly impacted by the Codam rules and regulations are entitled to filing a complaint and to obtain review of the matter.

This procedure describes the steps you can take to file a complaint.

1. Informal procedure

1.1. Internal Informal Procedure

First of all a candidate or student should try to resolve the issue with the person(s) involved. Codam's Management is always open to discuss any matter and try to help as best as we can. It is also possible to reach out to the Student Counselor (benita@codam.nl) or Student Council (codamstudentcouncil@gmail.com) to ask for help.

If you feel unsafe or uncomfortable discussing the issue through these channels then you can go directly to the Formal Procedure Internal. And if your complaint relates to undesirable behaviour by the staff, all forms of sexual intimidation, bullying, aggression, stalking, violence and discrimination or other issues of equal severity, we also recommend to go directly to the Internal Formal Procedure.

1.2. Internal Formal Procedure

When talking with the person(s) involved didn't solve the issue and neither did discussing the matter with Codam's management, then a candidate or student can file a formal complaint.

Formal complaints are handled by Ms. Higgin. Ms. Higgin is the Director of the Sofronie Foundation, the Sofronie Foundation supports and funds Codam, and therefore is familiar with Codam but not part of Codam's staff. Ms. Higgin is responsible for handling all internal formal complaints. Everything discussed with Ms. Higgin will be considered confidential.

The method for handling an official complaint is as follows:

1. Submit your complaint by email (jacqueline.higgin@sofronie.org) with a clear explanation about which you are not satisfied with. If there is documentation regarding the complaint, it should also be included in the copy by the complainant.
2. The complainant receives confirmation as soon as the complaint is received, and will be informed about a time limit for the complaint (maximum of 4 weeks). If required, further

information will be obtained from the complainant, or an appointment will be made to discuss the matter.

3. After Jacqueline has collected sufficient information, a decision will be taken on the complaint after internal consultation. If possible and necessary, an appropriate solution is proposed to the complainant. If the complainant does not agree with the solution, an appointment will be made for clarification.
4. The complaint is archived for 2 years once the procedure is resolved.

2. External Procedure

When the internal formal procedure didn't lead to a satisfactory solution, the complainant can take the complaint to the independent complaints committee, the Dutch Foundation for Consumer Complaints Boards (De Geschillencommissie).

When a dispute is dealt with by De Geschillencommissie, the NRTO Code of Conduct and the General Terms and Conditions for Consumers are central to the decision. You can find more information about the procedure of the following website:

<https://www.degeschillencommissie.nl/english/>

This complaint procedure does not only apply to candidates and students but also to prospective candidates or students, former students, companies, staff and third parties.

General provisions

Article 1 - definitions

- Candidate: a person registered with the institution as a participant in the Selection Piscine.
- Student: a person registered with the institution as a participant in the Curriculum.
- Codam staff member: persons with an employment contract with Stichting Codam.
- Codam's Management: director and deputy director, in charge with the day-to-day management of the operation of Codam Coding College.
- Student Counsellor: independent counsellor hired as an independent third party and not part of the Codam staff.
- Student Council: official representatives of the student body.
- Complainant: person that believes they have been subject to an improper treatment or who engages in filing a complaint through the informal or formal procedure.

Article 2 - the complaint

- Every candidate, student, former student, company, staff or third party has the right to submit a complaint about what it believes to be incorrect or unfair conduct of the staff of Codam.
- When the issue could not be solved directly with the person(s) involved, a formal complaint can be submitted through the informal complaint procedure.
- The complainant will receive a reply to the formal complaint within 4 weeks after the complaint is filed.

Article 3 - admissibility of complaint

- Ms. Higgin will not deal with complaints if:
 - at the time of the submission, 1 year has passed since the conduct took place;
 - the complainant is not the person against whom the conduct took place;
 - other proceedings are already underway with regard to the conduct;
 - the complaint has already been dealt with by Ms. Higgin before;
 - if a complaint turns out to be unfounded.

The complainant will be notified by e-mail within 4 weeks after the complaint is filed.

Article 4 - method of filing a complaint

- Internal formal complaints can be submitted to jacqueline.higgin@sofronie.org
- The complaint must contain at least the following elements:
 - name of the complainant
 - date
 - clear explanation about conduct
 - reason to believe to be subject to improper treatment or unfairly impacted

Article 5 - method of handling a complaint

- The complainant receives email confirmation as soon as the complaint is received, and will be informed about a time limit for the complaint (maximum of 4 weeks).
- Ms. Higgin will collect sufficient information to assess the complaint. This includes contacting the person the complaint relates to. This person will have the opportunity to reply to the complaint and explain their position.
- If necessary, Ms. Higgin will also inform others of the complaint submitted and might give them the opportunity to reply and share their statements.
- Ms Higgin will assess if
 - the person the complaint relates to has acted in accordance with the legislation and regulations of the Dutch government and with the regulations of Codam;
 - and behaved according to the standards of reasonableness and fairness that may be expected from an educational institution like Codam.
- If the complaint is related to the conduct or decision of an employee, a report will be made and shared with Codam's Management.
- Codam's Management will inform Ms. Higgin and the complainant on the follow up that will be given to the report. In case it will be decided not to follow up on the recommendation in the report, both will be informed on the reasoning behind this decision.

Article 6 - record

Ms. Higgin keeps record of the number of complaints, the nature of the complaints, the handling and activities and reports. This record is shared every year with Codam's Management.