

## Complaint procedure

### Purpose

The purpose of the complaint procedure is to structure the process of handling complaints within the organization. Through this structure, complaints from customers (both internally and externally) should be received, recorded, treated and evaluated in such a way that:

- The customer is still satisfied as well as possible;
- Repeating the complaint is prevented.

### Method of handling a complaint

1. The customer (complainant) who has a complaint must submit this by email ([info@cullinanacademy.com](mailto:info@cullinanacademy.com)) with a clear explanation about which the customer is not satisfied within two (2) weeks after the complaint has arisen. If there is documentation regarding the complaint, it should also be included in copy by the customer (complainant). Original pieces are not returned. Only complaints submitted by email will be considered.
2. The complaint is entered in the complaint registration system.
3. The recipient of the complaint will send a receipt and a time limit for the complaint (minimum 6 weeks, maximum 3 months). If required, further information will be obtained from the customer, or an appointment will be made to discuss the matter. After the recipient 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 customer (the complainant). If the customer (complainant) does not agree with the solution, an appointment will be made for clarification.
4. The recipient also fixes the solution in the complaint registration system. If the recipient is unable to resolve the complaint or not, it will be submitted to the director and the customer (complainant) will be informed. The customer (complainant) will receive a response within one month on the procedure / procedure regarding the settlement of the complaint.
5. The complaint is included in the complaint registration system, stating:
  - complainant;
  - cause;
  - solution;
  - agree / not agree with customer;
  - date.
6. If the customer (complainant) has already submitted a complaint on the same subject already made a decision, then this complaint will not be re-examined.

### **Determine cause and resolve complaint**

The therapist, if necessary in consultation with the director, will determine the possible causes of the complaint after the settlement of the complaint and check whether a structural solution or preventive measures are desired. Cause and solutions must be indicated in the complaint registration system. The client (complainant) will be informed in principle about this.

### **Responsibilities**

All employees are responsible for the correct receipt of a complaint. The complainant is responsible for settling the complaint. The Director is responsible for the analysis and archiving of the complaint and other related documents and the monitoring of complaints handling.

### **Analysis of complaints**

The director reports periodically to the organization. The director processes the data and analyzes annually. The Director also makes recommendations for preventing new complaints as well as improving procedures.