



JOYCE VELDSINK  
LIFE & LANGUAGE COACH

## **Complaint procedure**

Dutch Language School Joyce Veldsink supports students in learning Dutch as a second language. The result of a course depends on the time and effort the student puts in. We will do our very best to help you reach your goals. And although we take pride in our work and do our best every day to support everyone in their learning process, we also make mistakes. Please, let us know if there is anything not up to your expectations. We will look for a way to meet your wishes and needs within the framework and possibilities of our language school

Are you not satisfied?

- 1) Please discuss it with your teacher. In general they are very open to finding a solution together.
- 2) If it is uncomfortable or not possible to talk to your teacher or if you can't find a solution together, please send an email to [info@joyceveldsink.nl](mailto:info@joyceveldsink.nl). We will investigate your question/complaint and seriously look for a good solution.
- 3) We want to understand your situation well, in order to find the best solution. Therefore we might contact you by phone and discuss details and options. Please, keep in mind: If you are not willing to speak with us by phone, you obstruct the creation of a solution. In that case we will not refund you.
- 4) In case of conflict of interest we will work by the terms and conditions as published on our website.