

Complaints Procedure

Our complaints procedure is as follows:

1. Complaints will only be processed if they are submitted including the completed Wild Code School Netherlands B.V. official Complaints Form.
2. Anonymous complaints will not be processed.
3. Complaints received from a party representing the complainant will only be dealt with if that party has been authorized by the complainant to represent him or her through an authorization letter.
4. The complainant directs his or her complaint to the Campus Manager of Wild Code School Netherlands B.V..
5. If a customer has multiple complaints that are not interdependent, then the complaints must be processed as separate complaints accordingly.
6. The complainant will receive confirmation of receipt of the complaint within four business days by mail.
7. Wild Code School Netherlands B.V. gives a substantive response within 4 weeks. If a longer period is needed to conduct investigations, the complainant will be informed with an explanation of the delay within the specified period of 28 days. In addition, the complainant is informed about the expected timeframe needed for Wild Code School Netherlands B.V. to finish the investigations and deliver the substantive response.
8. The complainant confirms receiving the response from Wild Code School Netherlands B.V. within three business days and responds to its content within 15 business days. In case the complainant does not respond, Wild Code School Netherlands B.V. reserves the right to consider the complaint as settled. If the complainant responds too late but can demonstrate it was force majeure, the complaint will be further processed accordingly. The delay caused by the complainant cannot be included in the submitted complaint, nor increase the damage suffered.
9. As long as a complaint is being processed, both parties must refrain from legal action. If one of the parties does not find it useful to continue the complaints procedure, it must inform the other party immediately including the reasons for ending the complaints procedure.
10. Both parties, or by them informed third parties, will refrain from publicity during the handling of the complaint.

11. If the complaint has been settled to the satisfaction of the customer, the customer will confirm this in writing in which a copy of the proposal from Wild Code School Netherlands B.V. is included as an attachment.
12. If the complainant does not agree with the proposal to settle the complaint from Wild Code School Netherlands B.V. then an appeal can be made to the external appeal body. For this, the complaint must be submitted in writing to: Mediation Huis Amsterdam, att. F. Meijer, Hondecoeterstraat 7-3, Amsterdam, the Netherlands citing "Wild Code School Netherlands B.V. complaint procedure". It should also include on what grounds the complainant disagrees with the decision of the management of Wild Code School Netherlands B.V.
13. The ruling by the external appeal body, which is binding for Wild Code School Netherlands BV, will be made within 2 months after receiving the appeal. Any consequences of the ruling will be taken care of within 4 weeks after the ruling from the external appeal body.
14. In case the specified terms for the handling of the complaint will not be met, the complainant will receive a response within two months stating the reasons for the delay and the period for the delay to last.
15. Wild Code School Netherlands B.V. guarantees the confidential handling of every complaint and appeal.
16. All complaints will be registered and saved for the minimum period of two years.
17. This complaint procedure is only accessible for customers of Wild Code School Netherlands B.V.
18. With this complaints procedure in place all previous complaints procedures have expired.
19. The handling of the complaint is the responsibility of the Campus Manager. Wild Code School Netherlands B.V., attn. Campus Manager, Pieter de Hoochstraat 80, 1071 Amsterdam, the Netherlands