

### Complaint Procedure

1. Complaints must be submitted in writing within four weeks of contracted work performed by LVDU business training. Complaints must indicate the name and address of the sender and should be posted to the following address: LVDU Business Training, to the attention of the management, Damstraat 19, 2011 HA Haarlem; or sent by email: info@lvdubo.nl.
2. The complaint must be clearly defined, including a description of the situation to which the complaint relates and a clear basis for your position.
3. Confirmation of receipt of the complaint will be sent by post and email within 7 days.
4. The handling of the complaint falls under the responsibility of the management of LVDU Business Training. Complaints are always confidential.
5. Within two weeks a written substantive response will be sent by post and by email. If more time is needed to investigate a complaint, the customer will receive written notice with a detailed explanation of the reason for delay and an indication of the estimated date LVDU Business Training will reply in writing to the complaint.
6. A solution will be reached within a maximum of four weeks.
7. LVDU Business Training is affiliated with the organization Develhub. For purposes of the enforcement of this Code of Ethics, Develhub has a Supervisory Board and a Board of Appeal.
8. If you are not satisfied with the answer to your complaint by LVDU Business Training, or if no agreement is reached, you may submit the complaint, stating your name and address, in writing to the Supervisory Board of Develhub (Supervisory Board: Develhub, Groenekaneweg 85, 3737 AC Groenekan). From that moment the complaint is treated in accordance with the regulations and procedures of Develhub.
9. The judgment of the Supervisory Board of Develhub is fully binding for LVDU Business Training. Any consequences arising from the judgment of the Supervisory Board will be handled by LVDU Business Training within 14 days after announcement of the Supervisory Board's decision.
10. Complaints are handled confidentially and archived for a period of 3 years.