

## Complaints regulations

### Article 1 – Definition

1. Board: the Executive Board, as intended in article 3.1 of the regulations.
2. Management Body: a body of the university in conformity with the regulations.
3. Regulations: The Management Regulations of the university
4. Student: a student, a student to be, a former student, an external student, an external student to be or a former external student.
5. University: Protestant Theological University
6. Committee: the complaints committee of the university, as intended in article 9.14 General Act of Administrative Law

### Article 2 – General condition

1. A student has the right to lodge a complaint with the Board about the manner in which a management body of the university has acted towards him or someone else in a given matter.
2. An act by a person, employed under the Board's responsibility, is considered as an act of that board.

### Article 3 – Composition and appointment complaints committee

1. The committee consists of three members. One of the members is a student. The members of the committee are always appointed for the duration of one year.
2. The members of the committee are appointed by the Executive Board.

### Article 4 – Authority complaints committee

1. The committee advises the executive Board on dealing with a complaint that has been submitted by a student or group of students with respect to failure to fulfil obligations towards him or with respect to treatment by staff or bodies of the Protestant Theological University that is experienced as disrespectful.
2. The committee is not authorised to deal with complaints that concern behaviour:
  - which can be objected to with the Executive Board;
  - which can be appealed with the Board of Appeals for the examinations;
  - which is ranked under the Regulations for undesirable manners;
3. The committee is not obliged to deal with complaints that relate to conduct:
  - about an earlier complaint which has been dealt with in accordance with these regulations;
  - which has taken place longer than a year before the complaint was lodged.
4. The committee is not obliged to deal with the complaint if the complainant's interests or the significance of the kind of behaviour is evidently insufficient.
5. Complainants are notified in writing of the rejection to deal with the complaint as soon as possible, but at the latest within four weeks of receipt of the complaint.
6. The committee may advise:
  - to declare the complaint inadmissible;
  - to declare the complaint immediately unfounded;
  - to deal with the complaint and to suggest a facility to resolve the complaint.

7. The complainant may adduce grounds for an advanced treatment of his complaint. On the basis of this the complaints committee may advise to create a provisional facility.

### Article 3 – Submission and treatment of complaints

A complaint is submitted in writing to the official secretary of the Board. The written complaint consists of at least:

- Name and address of the complainant(s);
- The date;
- Description of the complaint;

Where applicable relevant documentation is enclosed.

1. The complainant(s) may also apply to the student dean to submit the complaint verbally. The student dean composes a written report of the verbal complaint, which is signed by the complainant(s) and will then be considered as a complaint lodged in writing. The student dean forwards the written report without delay to the official secretary of the Executive Board.
2. The official secretary acknowledges receipt of the complaint in writing.
3. The complaint will be forwarded by the official secretary to the complaints committee within two weeks of receipt of the complaint.
4. If the complaint is dealt with, the complainant will be notified that a complaint has been lodged with the committee. The defendant receives a copy of the complaint and accompanying documents.
5. The committee provides an opportunity for the complainant and the person whose conduct is challenged in the complaint to be heard. The committee may mandate this to the president or a member of the committee.
6. Hearing the complainant may be left aside if the complaint is inadmissible, evidently unfounded, or in case the complainant has indicated not to set store on being heard.
7. A report is made of the hearing.
8. Within four weeks of receipt of the complaint, the committee sends the Board a report of its findings, accompanied by its advice and, where appropriate, its recommendations.
9. The Board deals with the complaint within ten weeks of receipt of the complaint. The Board may defer dealing with the complaint for a period of maximally four weeks. The complainant and the defendant are notified of any such deferral in writing. Further deferral is possible with the complainant's written consent.
10. The Board notifies the complainant in writing and motivates the findings of the investigation of the complaint, its assessment of the findings and where appropriate of the resulting conclusions.
11. If the conclusions of the Board deviate from the advice of the committee, the conclusions specify the reason for any such deviation and the committee's advice will be sent along.
12. Decisions with respect to treatment of a complaint relating to conduct of a management body cannot be appealed.

#### *DISCLAIMER*

*Although every care has been taken to translate the texts of the Dutch regulations accurately, the original texts in Dutch are binding in case of differences in interpretation*