

# REGULATIONS FOR THE COMPLAINTS AND DISPUTES OFFICE<sup>1</sup>

*for HAN University of Applied Sciences*

<i>Subject</i>	<i>Regulations for the Complaints and Disputes Office</i>
<i>Executive Board decision no.</i>	2020/1695
<i>Participation Council consent</i>	10-7-2020
<i>Adopted on</i>	10-7-2020

## **Article 1 Facility**

1. HAN has a Complaints and Disputes Office. This office is a facility as referred to in article 7.59a of the Higher Education and Research Act (Wet op het hoger onderwijs en wetenschappelijk onderzoek, WHW).
2. At the Complaints and Disputes Office, persons concerned can submit a complaint orally or in writing, or lodge an appeal or objection in writing, as referred to in article 7.59b of the WHW, in response to a decision taken by a HAN body as well as the lack thereof, on the grounds of the WHW and regulations based on the WHW.
3. Persons concerned as referred to in article 2 are students/external students, prospective students/external students and former students/external students.

## **Article 2 Structure of the Complaints and Disputes Office**

1. A lawyer at HAN is responsible for assessing where a complaint, objection or appeal should be sent. The Complaints and Disputes Office can be contacted by email at [Bureau.klachtengeschild@han.nl](mailto:Bureau.klachtengeschild@han.nl) The address is:  
  
Complaints and Disputes Office  
PO Box 6960  
6503 GL Nijmegen
2. If a complaint is made orally, the Complaints and Disputes Office requests the person concerned to make a written record of the complaint and send it to the facility.

## **Article 3 Procedures**

1. The Complaints and Disputes Office acknowledges receipt of a received complaint, appeal or objection in writing to the person concerned and forwards it, after the date of receipt has been noted and including all documents, to the competent body as soon as possible. The person concerned is informed of which body their complaint, objection or appeal has been sent to.
2. The date of receipt, as referred to in paragraph 1, determines whether a complaint, objection or appeal has been submitted on time.
3. If the Complaints and Disputes Office has sent a complaint, objection or appeal to an unauthorised body, this body will send the document in question back to the Office as soon as possible. The Complaints and Disputes Office decides to which body the complaint, objection or appeal should be sent, and refers it to the body concerned. The body that the case has been referred to is bound by the referral. The period in which the case is to be handled then runs from the date of referral. The person concerned is informed of this in writing.
4. The authorised body addresses a complaint, objection or appeal submitted by a person concerned directly to that organ only after the intervention of the Complaints and Disputes Office.
5. If a complaint, objection or appeal has not been signed, the documents will be forwarded to the authorised body, but the person concerned will be informed of this and asked to send a signed copy to the authorised body within a certain period of time.

<sup>1</sup> Students with a complaint or dispute can contact the Complaints and Disputes Office: email address: [Bureau.klachtengeschild@han.nl](mailto:Bureau.klachtengeschild@han.nl).