

COMPLAINTS

We are sorry that you are dissatisfied! If you have a complaint about one of our training courses or trainers, we would love to hear from you. Send a message to info@savvytraining.nl. We will then contact you as soon as possible, but no later than two weeks after receipt. The procedure below will then start.

The complaint will be dealt with within four weeks. If the complaint cannot be handled within this term, Savvy, the contractor or the participant will give an explanation of the reason for the postponement and an indication of when a decision can be given. If it is not possible to reach a suitable solution together, an independent third party in the person of Drs. M. Roos RA (KVK 56709218 Bennebroek) will make a decision that is binding on both parties. Any consequences of this ruling will be settled as soon as possible. Complaints and handling are registered and kept for two years. Complaints are treated confidentially.

Disputes arising from our general terms and conditions and/or the agreement will in the first instance be resolved amicably. In the unlikely event that this does not lead to a solution, the dispute can be submitted to the competent court according to the law, to the exclusion of other bodies.

Dutch law applies to all agreements concluded with the contractor.