

# Do you have a complaint about our education?

DRIFT's Transition Academy (hereinafter 'TAC') does everything it can to monitor the quality of its courses and to offer you an optimal learning experience. However, sometimes things go wrong, that can happen. For example, because you feel your learning wishes do not match the content of a course. In most cases, a solution is quickly found to the satisfaction of all parties. Unfortunately, sometimes that doesn't work. In that case it is good that we have following complaints procedure.

## Complaints procedure

Complaints about the goods and/or services delivered to you must be submitted in writing, stating reasons, to the management of DRIFT no later than 14 days after delivery\*. If this does not happen in this way or within this period of time, you agree with the delivered goods and waive all rights and powers that are available to you under the law and/or agreement. Submitting a complaint does not affect the fulfillment of the payment obligations.

### A complaint must in any case contain:

1. Your name and address
2. Date
3. A clear description of your complaint
4. Date, time and place of delivery
5. The reason why you are objecting
6. Signature

Complaints will be processed and settled within 14 days after the date of receipt of the complaint.

### Complaints Committee

If you do not agree with the handling of the complaint, you can submit an appeal to the DRIFT complaints committee. This is an independent committee consisting of persons who, other than participating in this committee, have no (business) relationship with DRIFT or DRIFT's education.

An objection to the handling of your complaint must be submitted to the complaints committee in writing, stating reasons, no later than 14 days after the date of the reply from the DRIFT management. If this does not happen in this way or within this period of time, we assume that you agree to the handling of the complaint and waive all rights and powers that are available to you under the law and/or agreement.

The complaints committee consists of:

- dr. Gijs van Oenen (associate professor in philosophy ESPhil)
- drs. Ton van der Pijl (Chairman)
- vacancy

The Complaints Committee will process the appeal and make a decision within 4 weeks of the date of receipt of the appeal. The decision of the Complaints Committee is binding on all parties.

If the handling of a complaint takes longer than the fixed term, the person submitting the complaint will be informed in writing of the reason and the possible duration of the postponement within the specified period of time.

Complaints are treated confidentially.

**You can send your complaint to:**

Prof. dr. D.A. Loorbach  
Directeur DRIFT  
DRIFT  
Postbus 1738 – room T16-53  
3000 DR Rotterdam  
The Netherlands  
or by email to:

[drift@drift.eur.nl](mailto:drift@drift.eur.nl)

**You can send your appeal to:**

Klachtencommissie DRIFT  
DRIFT  
Postbus 1738 – room T16-53  
3000 DR Rotterdam  
The Netherlands  
or by email to:

[drift@drift.eur.nl](mailto:drift@drift.eur.nl)

(\* For example after the end of the course module or day)