

## REGULATION FOR COMPLAINTS OF A GENERAL NATURE

Theological University in Kampen

### Introduction

The Higher Education and Research Act (WHW) obligates institutions to establish a registration point for the filing of complaints. It is left to the institution to determine in what manner this registration point is established. The registration point can be a virtual office. The TU Kampen has created an email address where complaints can be lodged, namely [klachtenloket@tukampen.nl](mailto:klachtenloket@tukampen.nl), meaning 'complaints desk'.

### Procedure for registering a complaint or dispute

- The complaints desk is managed by the secretarial office.
- A complaint must be submitted in writing. The complainant should mention his/her name, the date and a description of the conduct towards which the complaint is directed and the reason of objection to this conduct.
- The complainant will receive a confirmation of receipt.
- The secretarial office will ascertain whether the registration is a complaint or a dispute.
- If it is a complaint, it will be passed on to the Board of Directors. The Board of Directors will strive to solve the complaint within the university by encouraging consultation between the parties concerned. Within two weeks, complainant will be contacted concerning the steps to be taken.
- If the report concerns a dispute, the dispute will be passed on, according to the nature of the dispute, to the Disputes Committee or to the Examination Appeals Board. In that case, the time limits of those regulations apply.
- The secretarial office ensures an accurate filing of the complaints and disputes

### Definitions

- **Complaint**  
An expression of dissatisfaction by a student regarding a service, conduct, action or situation which complainant has experienced in his or her dealings with the university and for which he cannot find a solution within the university. 'Omission' also constitutes a conduct.
- **Dispute**  
A dispute consists of a difference of opinion between a person and an authorized party within the university. As a rule, a dispute is preceded by a decision. A dispute can, for example, be a difference of opinion concerning the height of the institution tuition fees, reimbursement of expenses, etc. In that case, the dispute will be presented to the Disputes Committee.  
A dispute can also be related to the assessment of an exam or test. In that case, the dispute will be dealt with by the Examination Appeals Board.