

Complaints Procedure – AK Course

The training organisation (Hanze Chiropractie) aims at all times to provide an excellent level of service. We also welcome constructive feedback so that we can continually develop and improve our courses and services. If you (as a course attendee) have a complaint or a problem then we would request that you talk to us as soon as possible, so that it can be dealt with as quickly as possible to mutual satisfaction.

Please speak to either Jim Townhill or Sharon Townhill at:
Hanze Chiropractie
Kastanjelaan 8
6883 HX VELP
Nederland

Tel: (026) 361 37 02

Email: info@hanzechiropractie.nl

Opening hours: Monday to Thursday 08.00 to 17.00

However in the unlikely event that the problem cannot be resolved after discussion with us and you wish to make an official complaint, then we request that you register your complaint with us (Hanze Chiropractie) in writing (sent either via email or post – see contact details above). Complaints will always be dealt with confidentially. The complaint must be made by the complainant and not another party. The written complaint must include at least the following information:

- Full name of complainant
- Address of complainant
- Telephone number
- Email address
- Date official complaint was made
- Description of the complaint
- Date that the problem occurred

We (Hanze Chiropractie) will respond to your official written complaint within 5 working days, but guarantee to give you a response within 4 weeks of the date that the complaint was officially made. If the problem cannot be resolved within this timeframe then you will be given an expected timeframe that the issue will be resolved within. If in the unlikely event that the issue is not resolved after this time, then you have the right to take your complaint to an official independent 3rd party (International College of Applied Kinesiology (ICAK) – Benelux chapter). The ICAK-Benelux is the professional body for Applied Kinesiology in Benelux. A copy of your complaint can be emailed to:

ICAK – Benelux chapter
Secretaris - ICAK-Benelux

Email: info@icakbenelux.be

Web: www.icakbenelux.be

Complaints received by ICAK Benelux will be responded to within 4 weeks from the date of receipt. The decision of the appeal body (ICAK-Benelux) is binding, and as such Hanze Chiropractie will comply with the decision made by ICAK-Benelux and implement any required actions within 4 weeks.

All complaints will be registered on receipt by Hanze Chiropractie and kept for a duration of 1 year from the date that the complaint is officially resolved.