Humaniversity

Formal Complaint Form

Often, complaints can be resolved quickly by directly contacting the person who provided your service. Before lodging a Formal Complaint we encourage you to talk with the person concerned. Our staff will do their best to address your concerns. If you need any support or guidance in order to do this, please contact the Humaniversity Complaints Officer: Mrs. Giulia Rubini: Phone: (+31-(0)72-5064114; Email: isha@humaniversity.nl

What is a Formal Complaint? A Formal Complaint is made when a person wishes to formally register dissatisfaction with a Humaniversity service *and* expressly requests the Humaniversity Complaints Committee to investigate the complaint and propose a remedy where appropriate.

Your Personal Details. Note: It is important to provide accurate personal details so that we can respond to your complaint.

Name		
Address		
Date of Birth		
Telephone (s)		
Email (s)		

Please describe your complaint with all relevant details including events, conversations and dates.

Describe what you have done to resolve your complaint.

What outcome do you expect from your complaint? Please help us by indicating the result(s) you would like from your complaint – choose one or more. If you indicate that 'no response is required' your complaint will be noted and recorded.

☐ No response required

☐ Info/Explanation

☐ Review of a policy or practice

☐ Apology

☐ Action

☐ Other

If Other, please specify

Send this form by email to isha@humaniversity.nl or post to the Humaniversity Complaints Officer, Mrs. G. Rubini, Stichting Humaniversity, Dr Wiardi Beckmanlaan 4, 1931 BW, Egmond aan Zee, Netherlands,