



Eerde IBS Complaints Procedure

If you have an issue or a problem, we want to hear it.

1.

If you have a complaint - please go to the person whom the complaint is about in the first instance or to your Tutor or a staff member you trust.

At first we will try and discuss your problem with you informally. Meaning we will try and resolve the problem by talking it through and finding a solution together.

2.

If this does not solve the problem and you still have a complaint you wish to make then you can send a formal email to the people below:

Type of Complaint	Who to report to
Anything regarding learning, lessons, curriculum or teaching staff	Principal - Robert de Bruin rdebruin@eerdeibs.nl
Anything regarding boarding accommodation, boarding life or boarding staff	Head of Boarding - interim Pamela Glancy pglancy@eerdeibs.nl
Anything regarding the school grounds or buildings	Facilities Manager - Jarno Kruidhof jkruidhof@eerdeibs.nl
Issues with school staff or administration	HR Manager - Pamela Glancy pglancy@eerdeibs.nl
Issues with the Admissions process	Admissions Manager - Kathy Vos kvos@eerdeibs.nl
All other issues or anything of a more serious nature	School Director - Niki Holterman nholterman@eerdeibs.nl
Any complaints about School Director which cannot be raised with him/her directly	Supervisory Board - Chair - Wim Boomkamp jwboomkamp@gmail.com

They will, again, try and resolve the issue with you as soon as possible. If they cannot resolve it they will refer it to the School Director or to the Supervisory Board.

3.

If your complaint is raised with the Supervisory Board they will aim to respond to you within 7 days. They will also aim to do what they can to rectify the situation.

4.

If the Supervisory Board cannot resolve the issue they will refer the complaint to an independent hearing panel. The hearing panel will include 3 or 4 people who are not involved in the complaint and do not work for the school. They will hear your complaint and discuss together what they think is a suitable and fair outcome. They will then communicate it to you and the Supervisory Board and School. This process should take no more than 28 days.

