Complaints Policy

Amsterdam HSE International Academy (AHIA) — learner and quality policy

Organisation	Amsterdam HSE International Academy (AHIA), legal entity Dienstverlening AB B.V.
KvK / VAT	65457609 / NL856120558B01
Address	Uitingstraat 20B, 5331 EJ Kerkdriel, the Netherlands
Head of Centre	Mr. Johannes (Hans) Schellevis, CEO
Contact	hans@ahia.nl | +31 6 19 29 96 10 | www.ahia.nl
Version / issued	1.1 / 28 November 2026 (first issued 1 October 2026)
Next review	October 2027, or sooner after a change in law, awarding body rules or a serious incident

1. Purpose and scope

AHIA welcomes feedback and handles every complaint about its training, staff, administration or service fairly, confidentially and within set times.

This policy applies to all staff, trainers, associates, invigilators and learners of AHIA, for online, classroom and in-company courses, including qualifications certified by the awarding bodies AHIA works with.

2. How to complain

1. **Informal:** raise the issue with the trainer or AHIA staff member first, where possible.
2. **Formal:** send the complaint in writing to hans@ahia.nl with your name, course, a description of the issue and the outcome you want.
3. **Acknowledgement:** AHIA confirms receipt within 3 working days.
4. **Investigation:** someone not involved in the matter investigates, may contact the people involved, and records the findings.
5. **Response:** AHIA sends a written answer with any actions within 15 working days. If more time is needed, the complainant is told why and when to expect an answer.
6. **Escalation:** a complainant who remains dissatisfied may contact the awarding body for that qualification.

3. Principles

- Complaints are handled confidentially and only shared with people who need to know.
- No learner or client is treated less favourably for complaining.
- Complaints about the Head of Centre are referred to the awarding body.
- All complaints, actions and outcomes are logged and reviewed every year to improve the service.

4. Responsibility and review

The Head of Centre owns this policy, makes sure every trainer and staff member has read it, publishes it to learners on www.ahia.nl, and reviews it every 12 months.

5. Approval

Name	Johannes (Hans) Schellevis

Position	CEO and Head of Centre
Status	Approved. Signed original held on file at AHIA.
Date	28 November 2026