

Complaint Procedure- Xebia Academy

Overview

We look at every question, remark and complaint as an opportunity to improve our services. Xebia Academy strives to learn from each question, remark or complaint. Questions, remarks and complaints are handled by the Xebia Academy team.

This procedure describes how Xebia Academy handles, investigates, and resolves customer complaints to ensure continuous improvement and customer satisfaction.

Handling of complaints

1. Origin of complaint

Complaints can be raised or identified in several ways.

- In-person complaint: You may express a complaint to any Xebia employee, face-to-face or by phone.
- Written complaint: You may express a complaint by e-mail (academy@xebia.com), the contact form on our website (www.academy.xebia.com) or by leaving a comment on the evaluation form.
- Xebia Academy aims to contacts every customer who evaluates a training day, individual training, a trainer, or the facilities with a score of 6 or lower (on a scale from 1-10).

2. Dealing with the complaint

The Xebia Academy team will try to solve the problem immediately. If an immediate solution is not possible, the complaint will be forwarded to the Academy (OPS) lead. The Academy (OPS) lead will get in touch with you as soon as possible, with a maximum of three working days.

3. Confidentiality

All complaints are treated with the utmost confidentiality. Xebia Academy ensures that information relating to a complaint is only shared with individuals directly involved in its handling or resolution.

4. Resolution of the complaint

Xebia Academy strives to resolve the complaint within 4 weeks. The complaint is considered resolved when the customer is content with the solution, or when Xebia Academy finds the complaint unfounded and communicates the reason for this decision. As appropriate, the Xebia Academy team or Academy (OPS) lead will report the resolution of the complaint to the customer by e-mail.

5. Appeal

If the customer is not satisfied with the handling of a complaint an appeal can be filed with the Xebia External confidential advisor Ingrid de Laat, Ingrid.de.Laat@richting.nl or +31 6 42049652. Her decision is final and binding.