CFA Society VBA Netherlands aims to offer high-quality services and the satisfaction of her relations is one of our top priorities. However, if in spite of our efforts, you are not satisfied with the content and/or organisational elements of a professional learning activity organised by CFA Society VBA Netherlands[1], you may lodge a formal written complaint.

Complaints procedure Professional Learning activities CFA Society VBA Netherlands (formerly Complaints procedure for Continuing Education Activities)

1. **General**
   a. Prior to lodging a formal written complaint, the complainant must discuss the complaint with the relevant contact, lecturer or trainer, unless the issue does not lend itself to a personal discussion. If the issue is not resolved during this discussion, the complainant may lodge a formal written complaint.
   b. The complaint must be lodged in writing within thirty days after the issue arose. Complaints lodged after this deadline will not be admissible.

2. **Content of the complaint**
   When lodging a complaint, the complainant must always state the following:
   a. Contact details of the complainant;
   b. The professional learning activity that the complaint relates to;
   c. A clear description of the complaint and any relevant documents.

3. **Notification**
   The staffed office of the society must be notified of the complaint in writing (info@cfavba.nl) or:

   > CFA Society VBA Netherlands
   > Professor J.H. Bavincklaan 7
   > 1183 AT Amstelveen
   > The Netherlands

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[1] In the context of this complaints procedure, a "professional learning activity organised by CFA Society VBA Netherlands" means: the *MiFID II stay compliant program*, modules of the RBA program and modules of the Risk Management for Financial Institutions program that the member has participated in via CFA Society VBA Netherlands.

This complaints procedure does not apply to complaints about exams set for (modules of) the RBA program or (modules of) the Risk Management for Financial Institutions programme. For the complaints procedure for these exams, we refer to the examination regulations of Vrije Universiteit Amsterdam.

4. **Acknowledgement of receipt of the complaint**
   The staffed office shall send the complainant a written acknowledgement of receipt within five working days.

5. **Complaints handling**
   a. The substance of the complaint shall be handled by the board of the society. The board shall collect all the required information. If the complaint concerns a person, the board shall during it investigation offer this person the opportunity to respond to the complaint.
   b. The board shall assess all the information and will take a final position with regard to the complaint. The board shall inform the complainant of its position in writing, stating its arguments, and within thirty days.
   c. The board is authorised to extend this term by fourteen days if it believes this to be necessary. The complainant will be informed of any such extension in writing and in a timely manner.
   d. The board will leave the actual handling of the complaint to the management in as far as possible.

6. **Appeal**
   a. If the complainant does not agree with the decision of or the solution proposed by the board, he or she can lodge an appeal with the society's Complaints Committee.
   b. The complainant must lodge an appeal within thirty days after the board has reached its decision. Appeals lodged after this deadline will not be admissible. The appeal may be addressed to the society's Complaints Committee.
   c. The appeal will be considered in accordance with the rules of the Complaints Committee. The board will in all cases follow the advice of the Complaints Committee.

7. **Privacy**
   All complaints will be handled confidentially.

8. **Retention**
   The staffed office will retain the records concerning the complaint until two years after it has been settled.

This complaints procedure was adopted by the board on May 17 2021 (last adopted version 25 October 2019).