

## **Complaints**

If you have a complaint about a Bootcamp (Training 'On Open Enrolment') organised by The App Academy you can address the board of directors of The App Academy. You can do so by post, email or telephone. Complaints must contain a complete and clear description of the shortcoming(s) at issue including all information required to handle the complaint and must be filed within due time after finding out (or you reasonably could find out) that you have justified reason to complain. Filing the complaint within two months will be considered in due time. Be aware that not submitting the complaint within due time could lead to losing your right to complain.

The App Academy will confirm the submitted complaint within 1 week by means of a confirmation of receipt (counting from the date on which the complaint is received). Complaints are handled as soon as possible, however at the latest within 4 weeks. Complaints that request a handling time longer than 4 weeks are answered within 4 weeks with an indication when the complainant may expect an extensive answer. In the unfortunate event that The App Academy cannot solve the complaint an independent third party may be relied on. Complaints are always handled confidentially. The App Academy shall retain all records, documents, files and evidence pertaining to a complaint for a period of one year. If the complaints procedure described here does not lead to a acceptable solution, European consumers can in some cases turn to the ODR platform (<http://ec.europa.eu/odr>).