

Complaint handling procedure

Papillon & Partners strives for a reliable and secure service adhering to the highest coaching, consulting, and training standards with an excellent quality. If, despite our best efforts to provide you with the best possible service and support, you are not satisfied, you can file a complaint. This document contains information on how you can submit your complaint and within what time period you can expect a response.

We greatly value our relationship with all our customers. Therefore, we take any expression of dissatisfaction very seriously and, at the same time, see this as an opportunity to improve our services. If you have a complaint, we invite you to make this known to us.

Definitions

Complaint: Any written notification from a customer via e-mail, indicating that an expectation is not fulfilled, and which does not have the character of a misunderstanding, and can be quickly remedied.

Customer: The company or person who has used and is dissatisfied with the products or services of Papillon & Partners.

Filing a complaint

You can make your complaint known via the e-mail address below. To be able to review your complaint as soon as possible, we ask you to include the following in your correspondence:

- Company name and address information
- Contact person and contact details
- A clear description of your complaint
- Any relevant documents clarifying the complaint
- The date(s) when the complaint occurred, and the complaint filed

Complaint registration

Papillon & Partners registers the submission of complaints as well as the method of handling the complaints. To this end, a complaint dossier shall be formed, which shall include the following information:

- company name and customer address information
- contact person and contact details
- receipt date of the complaint.
- a description of the complaint
- the date and method of handling the complaint
- the correspondence relating to the complaint
- the status of the complaint (Received/pending/handled)

Complaint handling

Within one week of receipt of your complaint, you will receive a confirmation of receipt of your complaint informing you of the person who is handling your complaint and the period within which your complaint will be assessed. If this timeframe is not feasible, you will receive a message informing you of this.

All correspondence relating to the complaint will be done via email. The person who treats your complaint may ask you for additional information during the review. When necessary we will consult (a) external expert (s).

You will receive a substantive response to your complaint within two weeks, unless there has been a written and reasoned notice of delay.

Appeal option

We do everything we can to handle your complaint satisfactorily. However, you may disagree with the resolution. In this case, Papillon & Partners will involve an independent third party and you can file a complaint with this independent third party within three months (after the date of the reply).

Mr John Leary-Joyce will act as an independent third party. He holds the position of Executive Chair, Academy of Executive Coaching Ltd, in St Albans, Hertfordshire, the United Kingdom. The opinion of this independent third party is binding and any subsequent steps that follow from the appeal will be handled adequately by Papillon & Partners.

Before you make the move to the independent third party, you must have completed the complaints procedure of Papillon & Partners.

Confidentiality

Your complaint will always be treated with utmost confidentiality.

The data from the complaints file shall be retained for a period of one year after the complaint has been processed. Thereafter, this data is destroyed.

Email address

Please send your complaint to Papillon & Partners, e-mail address: complaints@papillonpartners.com