

Complaints Procedure

Bart Landstra | Leiden | version October 2026

Purpose and responsibility

1. Bart Landstra supports you in developing and learning communication techniques based on Nonviolent Communication, including: taking responsibility for your own feelings; discovering the underlying need; expressing wishes and requests clearly and concretely; and listening with curiosity to the meaning of the other person's message.
2. The eventual result depends on your own efforts.

Satisfaction

3. We appreciate it if you report any complaints to us directly. We take them very seriously and will look for solutions together with you.
4. Even if someone else pays your invoice, we invite you to share any dissatisfaction with us directly.
5. After a course we ask for your opinion of the training via an evaluation form.

Written complaints

6. If you submit a written complaint, you will receive an acknowledgement of receipt within two weeks, explaining the further handling and the expected resolution period.
7. We aim to resolve your complaint to your satisfaction within four weeks. You will receive written confirmation of the resolution.
8. Decisions not to handle a complaint are substantiated in writing within one week.
9. Depending on the severity, cause and responsibility, we may offer you remediation or replacement services.
10. Bart Landstra makes this offer within 2 weeks of receiving the complaint. This period may be extended in writing.
11. Complaints are handled confidentially; disclosure to third parties requires your consent.
12. Written complaints are retained for five years and then destroyed.

Mediation

13. If a complaint is not resolved to your satisfaction, it can be submitted to Christiaan Zandt, NMI-certified mediator (www.bisho.nl).
14. The mediator's judgement is binding on Bart Landstra.
15. Complaints resolved through mediation are retained for five years and then destroyed.

Contact

You can send complaints to: bart@geweldlozecommunicatietraining.nl

Questions? Email bart@geweldlozecommunicatietraining.nl. The current version is also available at geweldlozecommunicatietraining.nl/en/complaints-procedure.

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