

## Complaint Desk

Nyenrode Business Universiteit has set up a Complaint Desk. You can go there with all complaints that do *not* fall within the scope of the Exam Committee.

Do you have a complaint? In the first instance discuss it with the department or member of staff concerned. If you cannot find a solution and if you are not satisfied with the decision, you can go to the Complaint Desk.

### The complaints procedure

Register the written complaint with the Complaint Desk within 15 working days following the decision or the treatment against which the complaint is directed.

Send your complaint to: [complaintdesk@nyenrode.nl](mailto:complaintdesk@nyenrode.nl)

A complaint must include:

- Name and address (including postal code, city, country).
- Name of the department or member of staff responsible for the decision against which the complaint is lodged.
- A clear description of the decision or of the treatment against which the complaint is directed. A copy of the decision should, if possible, also be submitted. If the complaint concerns a refusal to comply with a decision, a clear description must be given of the decision that should have been taken in your eyes.
- The grounds on which the complaint is based.

The Complaint Board will act on your complaint within 15 working days of the date of receipt.

If you do not agree with the decision of the Complaint Board, you can file a written appeal with the Appeal Committee: [appealcommittee@nyenrode.nl](mailto:appealcommittee@nyenrode.nl)

### Code of Conduct International student in Dutch Higher Education

Nyenrode Business University has committed to a [Code of Conduct](#) for international students. If you feel that Nyenrode does not comply with this Code of Conduct, you can follow Nyenrode's procedures with the Complaint Desk and Appeal Committee. If you do not agree with the outcome, you may [file a complaint](#) with the National Commission of International Study.

### Contact

For more information, please contact the Complaint Desk: [complaintdesk@nyenrode.nl](mailto:complaintdesk@nyenrode.nl)

For a complaint that falls within the scope of the Exam Committee, please contact: [examcommittee-generalmanagement@nyenrode.nl](mailto:examcommittee-generalmanagement@nyenrode.nl) or [examencommissie-accountancycontrolling@nyenrode.nl](mailto:examencommissie-accountancycontrolling@nyenrode.nl)