

Complaints Policy | Xebia Academy

Overview

We look at every question, remark and complaint as a chance to better our service. Xebia Academy strives to learn from questions, remarks and complaints. Questions, remarks and complaints are primarily handled by the Xebia Academy team. Within Xebia Academy, every customer has a dedicated Customer Contact to nurture the relation.

Handling of complaints

1. Origin of Complaint

- Face-to-face or by phone: a customer can express a complaint to any Xebia employee.
- Written: a customer can express a complaint by e-mail (academy@xebia.com), the contact form on our website (www.training.xebia.com) or leave a comment on the evaluation form.
- Pro-active: Xebia Academy can proactively reach out as we contact every customer who evaluates a training, a training day, the facilities or a trainer with a 6 or less, on a scale from 1-10.

2. Dealing With the Complaint

If expressed face-to-face, the Xebia employee will try to solve the problem immediately. If a solution is not immediately found, the employee will log the complaint and sent it to the Customer Contact within Xebia Academy, with the statement that the Customer Contact will get in touch concerning the complaint within two working days.

The Customer Contact will handle the complaint and will address it internally (the unit that is delivering, facility services, an external supplier, or – in case of an In-Company training – the customer organization).

All complaints will be treated confidential.

3. Closing the Complaint

The complaint is closed when the customer is content with the solution, or if the complaint is deemed ungrounded by Xebia Academy. If necessary, the Xebia Academy Customer Contact will report the closing of the complaint to the customer by e-mail.

4. Logging the Complaint

The Customer Contact will log the complaint, customer information and solution with corresponding dates.

5. Customer Contact

In case you have a complaint and you can't reach out to your regular point of contact, get in touch with our Customer Contact: Femke Bender (fbender@xebia.com). Or, call us at +31 (0) 35 3581921.

6. Appeal

If the customer is not satisfied with how the complaint has been dealt with, he or she can appeal to Xebia Academy's Managing Director Jurriaan Bernson (via mail jbernson@xebia.com or by phone + 31 (0)6 15 02 44 39).