

Procedure of Complaints - Xebia Academy

Overview

We look at every question, remark and complaint as a chance to better our service. Xebia 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

- Face2Face 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 from Xebia Academy because 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 Face2Face, 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 of the complaint

The complaint is closed if the customer is content with the solution, or if the complaint is founded to be ungrounded by Xebia Academy.

If necessary, the Customer Contact at Xebia Academy will report the closing of the complaint to the customer by e-mail.

Complaints will be handled within 4 weeks.

4. Registration handling complaint

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

The log of complaints will be kept by Xebia Academy for 2 years.

5. Customer contacts

In case of a complaint get in touch with our Customer Contacts; Femke Bender (fbender@xebia.com) or call us: +31 (0) 35 3581921.

6. Appeal

If the customer is not satisfied with the handling of a complaint an appeal can be filed with the Xebia External confidential advisor Ingrid Lievens, Ingrid.lievens@richting.nl or +31 6 42049652.

Her discussion is binding for Xebia.