

Complaints procedure

We believe it is important that the services offered are satisfactory to our customers. Yet it may happen that you are not completely satisfied, in which case we would like to hear and do our best to find a suitable solution.

How can you file a complaint?

1. *Online*
Pass on your complaint online through our Facebook chat, via the chat function on our website or via the contact form on our website.
2. *By phone*
Give us your complaint by telephone by calling 010 414 65 09 (local rate, from Monday to Saturday between 10:00 and 18:00).
3. *By e-mail*
Send us your complaint by e-mail via info@musicproductionacademy.com
4. *Physical*
Pass on your complaint in person to one of our employees.

How is your complaint handled?

The complaint submitted to us will be answered within 14 days of receipt. If more time is required for handling your complaint, you will receive a confirmation of receipt with a period within which you can expect a substantive response.

Do you disagree with the response to the complaint?

We think it is important that you are satisfied with our response to your complaint. If you are not satisfied with the outcome, you have six weeks to appeal against this. You do this by letting us know by letter that you do not agree with our response to your complaint and wish to find another solution.

Your letter must contain at least the following information:

- Your name, address, telephone number and e-mail address;
- Description of your complaint and why you do not agree with our response to the complaint you originally submitted;
- Your signature.

You can send the letter to:

Music Production Academy
Hoogstraat 38a
3011PR, Rotterdam

After receipt of the letter you will receive a confirmation of receipt from the Office Manager by e-mail. This acknowledgment of receipt also indicates the period within which you can expect an answer.

Do you disagree with the outcome?

If you have followed our complaints procedure completely and you disagree with the outcome, you can contact the following independent agency within 12 months after you have submitted your complaint to Music Production Academy:

De Geschillencommissie Algemeen
Postbus 90600
2509 LP Den Haag
www.degeschillencommissie.nl/algemeen

