

## COMPLAINTS PROCEDURE

Complaints about any items or services must be notified to the EFS Board within 14 days after being supplied to or performed for you.\* In the absence of such notification, you are regarded as having accepted the item or service and to waive any rights and powers available to you in this respect by law or contractual agreement. Submitting a complaint does not affect your requirement to fulfil any payment obligations.

### Your complaint must include at least the following:

1. Your name and address
2. The date
3. A clear description of your complaint
4. The date, time and place of supply or performance
5. The reason for your objection
6. Your signature

Complaints will be handled and a decision taken within 14 days of receipt.

## Appeal

If you do not agree with the decision taken on your complaint, you may contact the EFS Appeals Committee. An appeal against the decision taken on your complaint must be submitted to the Appeals Committee in writing, with reasons being stated, within 14 days after the date of the EFS Board's decision. In the absence of this, you are regarded as having accepted the decision and to waive any rights and powers available to you in this respect by law or contractual agreement.

The Appeals Committee comprises:

- Prof.dr. A.C.G.A.C. de Graaf (Chair of EFS)
- Mr. L. Fisscher (Erasmus School of Law, EUR)
- Ms H. van Dijk (EUR Holding)

The Appeals Committee will consider the appeal and issue a decision within 4 weeks after the date of receiving the appeal. The Appeals Committee's decision is binding on all parties.

If handling a complaint will take longer than the period specified above, the person submitting the complaint will be notified in writing of the delay and the reason for it within the specified period and of the possible duration of the delay.

All complaints are treated confidentially. Complaints files are kept for two calendar years.

**Any complaints should be sent to:**

EFS, Erasmus University Rotterdam  
Attn: Prof. dr. P. Kavelaars  
Room H13-13  
P.O. Box 1738  
3000 DR Rotterdam  
or by e-mail to: [kavelaars@ese.eur.nl](mailto:kavelaars@ese.eur.nl)

**Any appeals should be sent to:**

EUR Holding  
Ms H. Van Dijk  
Room T11-04  
P.O. Box 1738  
3000 DR Rotterdam  
or by e-mail to: [hvandijk@holding.eur.nl](mailto:hvandijk@holding.eur.nl)

This translation is provided for your convenience. In the event of any discrepancy between the Dutch original and English translation, the provisions of the Dutch original will prevail.

EFS, Erasmus University Rotterdam

Rotterdam, 1 July 2018

\* After the end of a programme module or day, for example.