

Complaints Procedure

SOMT aims to respond to your complaint as quickly as possible and to your full satisfaction. You will receive a response within ten working days of the date of receipt. If more time is needed to process your complaint, we will send you an acknowledgement of receipt immediately, along with an indication of when you can expect a reply. Please submit your complaint in a timely manner, providing a full and clear description. Complaints not submitted within two months will not be accepted.

Depending on the nature of your complaint, you will find below the various options for raising your complaint with SOMT:

1. For enquiries or complaints of a financial or administrative nature, SOMT [can be contacted by telephone or email](#).
2. To raise a complaint about a lesson given by a lecturer, you may raise the complaint with the lecturer concerned. If you and the lecturer are unable to resolve the matter within a reasonable period of time, you may submit the complaint to the relevant programme director.
3. Complaints regarding assessment of tests and examinations and other matters relating to teaching and assessment may be submitted to the Examination Board (examencommissie@somt.nl) in accordance with the procedure set out in the Education and Exam Regulations (EER).
4. To raise a complaint regarding a course relating to continuing professional development, please contact the head of department (klachten@somt.nl).
5. If you have a complaint relating to sexual harassment, discrimination, aggression, violence, bullying or intimidation, a [separate complaints procedure](#) applies via the confidential advisor.
6. If your complaint does not relate to the options above, please email klachten@somt.nl. The recipient will ensure that the complaints are forwarded to the appropriate person or department.
7. If you are dissatisfied with the handling of your complaint, please send an email to klachten@somt.nl. Your email will be submitted to the SOMT board. Within a maximum of four weeks of receipt, the board will give you the opportunity to explain your complaint. You will receive a report of this explanation. Within six weeks of the hearing, the board will make a decision regarding your complaint. The decision will be communicated to you in writing and will include at least the findings, conclusions, responses and resolution of the complaint.
8. If you do not agree with the board's decision, you may refer the matter to the [Private Education Disputes Committee](#).