

## **Global School for Entrepreneurship - Internal Complaint procedures**

### **Bachelor Entrepreneurship & Innovation**

#### **Introduction**

In line with the culture that Global School for Entrepreneurship aims to cultivate, students are always welcome to discuss any grievances with management outside of the formal evaluation activities. Global School for Entrepreneurship will be pro-active in regard to maintaining a high-quality standard of education and facilitating students a safe learning environment.

The remainder of this document will detail the formal Internal Complaint Procedures that students can use if they wish to submit a formal complaint.

#### **Internal Complaint Procedure**

If a student has complaints about the activities of the institution or people associated with the Global School for Entrepreneurship, the student is encouraged to voice his complaints to his Learning Coach. The Learning Coach will be able to either address the grievances or forward them to the relevant bodies within the Global School for Entrepreneurship.

Additionally, students can inform the Student Representatives of their grievances. The Student Representatives meet at least eight times per academic year with the Managing Director to evaluate the ongoing academic year and all other aspects of the study experience at the Global School for Entrepreneurship. The Global School for Entrepreneurship aims to have at least two students from every year be part of the student representatives.

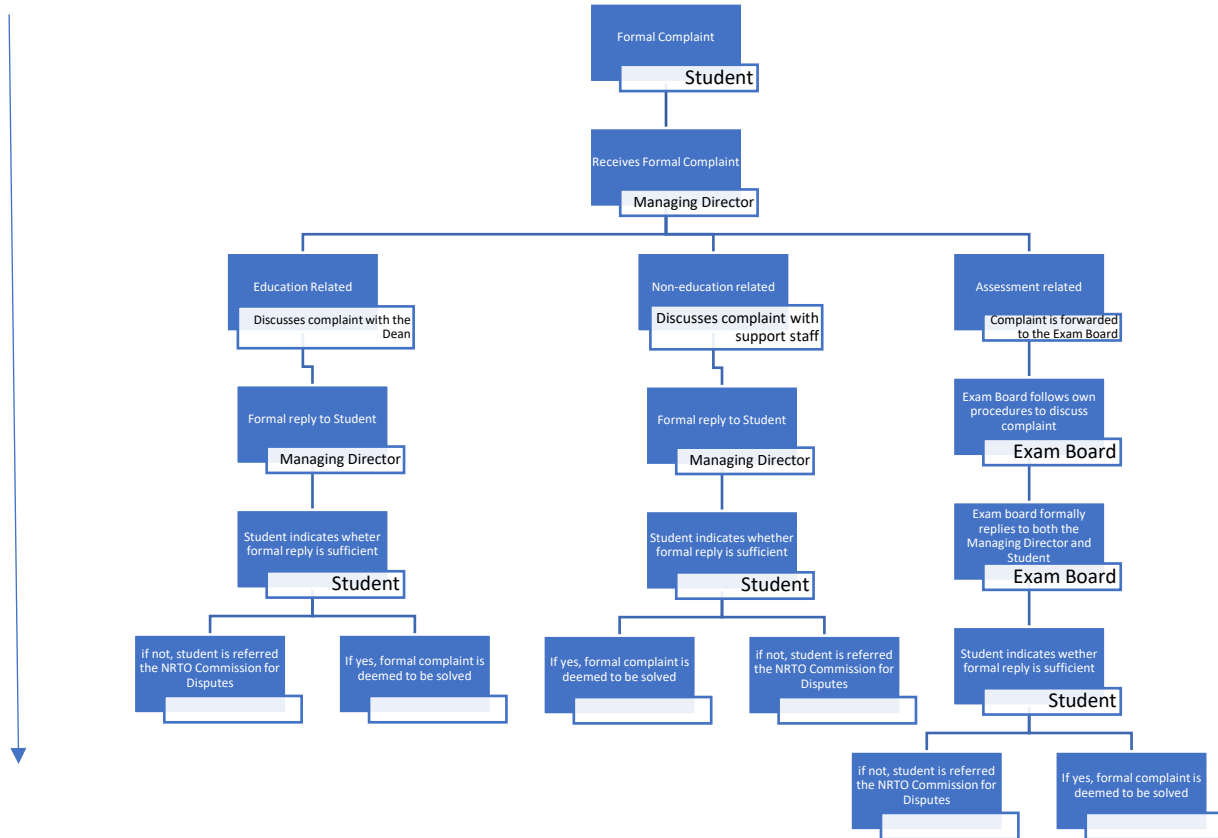
Moreover, the students are invited to evaluate every module on both its content, delivery & assessment through an online survey platform. The results of the survey are always shared with the Student Representatives. In case where these evaluations are sub-par (i.e. below a satisfactory 'grade' of <6), the management of the Bachelor Entrepreneurship & Innovation will invite the Student Representatives to further discuss the results of the module evaluations. Further information on the evaluation processes are described in the Education & Examination Regulations (EER).

#### **Internal complaints in regards to Assessment**

Students who have complaints in regards to the method of assessment, an assessment itself (grading) or any other complaint regarding the aspects of assessment are encouraged to discuss their complaints with the stakeholders directly. In principle, students can contact the exam board directly instead of having to first meet with the responsible stakeholders first.

#### **Formal Complaint Procedure**

If the student does not feel comfortable to use the aforementioned process to voice his concerns or is unsatisfied with the results of said process, the student can file a formal complaint. As described in the schema below; students should file their formal complaints to the Managing Director:



As can be seen in the above schema, the Managing Director is responsible for the process of formal complaints.

### The “Geschillencommissie”

Should this process fail; the student is referred to the Commission for Disputes (Geschillencommissie Particuliere Onderwijsinstellingen) of the NRTO, of which the GSE is a member. Contact: tel. 030 – 267 37 78, and website [www.nrto.nl](http://www.nrto.nl)