SRH Haarlem University of Applied Sciences Complaints Procedure

Introduction

At SRH Haarlem University of Applied Sciences, we value feedback from our students and are committed to addressing their concerns promptly and fairly. To ensure that complaints related to exams and other non-exam matters are handled efficiently, we have established separate procedures for each category.

We are committed to addressing complaints in a fair, transparent, and efficient manner, whether they relate to exams, other aspects of your educational experience, or general concerns. Please ensure that your complaint includes the specified details to facilitate a thorough examination and resolution. Your feedback is essential to our continuous improvement efforts.

General Complaints (Non-Exam Matters):

a. Purpose:

This procedure addresses complaints related to non-exam matters such as teaching quality, facilities, administrative processes, and student services.

b. Definition of a complaint:

A complaint about non-exam matters is defined as an expression of dissatisfaction or concern, whether oral or written, about any aspect of the educational experience or services provided by SRH Haarlem University of Applied Sciences, excluding exam-related concerns.

c. Process:

Informal Resolution: students are encouraged to seek informal resolution by discussing non-exam-related concerns with their Lecturers or staff members in the relevant department. If students are not satisfied with the resolution suggested by Lecturers or staff members, the student can address the issue to the Program Director.

[1] Haarlem Institute for Higher Education trading as: SRH Haarlem University of Applied Sciences

Formal Complaints Procedure:

To make a formal complaint about non-exam matters, students must submit their complaint in writing to the following email address: complaints@srh-haarlem.com The complaint should include specific details about the issue, date of the incident, names of individuals involved, and any supporting documentation, along with the following personal details: Name - Address - Student Number - Student Year - Phone Number and Email Address.

The student will receive acknowledgment of the complaint within 5 working days.

The relevant department will initiate an investigation and provide a written response or an invitation for a hearing within 20 working days.

If the student remains dissatisfied, they may request a review by the Management Team of SRH Haarlem University of Applied Sciences with a final decision provided within 20 working days. External appeals to relevant regulatory authorities can be pursued if necessary.

(Sexual) intimidation and / or discrimination

In the case of complaints related to (sexual) intimidation, harassment, discrimination and / or aggression the student (and staff) can direct the complaint to the external Confidential Advisor. These complaints do not have a time limitation. You can reach them by phone: +31 (0)85 004 32 24, or email: kcc@devertrouwenskamer.nl.

Complaints Regarding Exams

a. Purpose:

The purpose of this procedure is to provide students with a clear and transparent process for raising and resolving complaints related to exams. This procedure covers issues such as exam administration, grading, and related matters.

b. Definition of a complaint:

A complaint related to exams is defined as an expression of dissatisfaction or concern, about any aspect of the exam process or its outcome.

c. Process:

Informal Resolution: students are encouraged to seek informal resolution by discussing exam-related concerns with their Lecturers or Administrators before making a formal complaint.

Formal complaints procedure:

To make a formal complaint regarding exams, students must submit their complaint in writing to the Examination Board at examboard@srh-haarlem.com

The complaint should include specific details such as:

The exam date, module name, the nature of the complaint, along with the following personal details:

Name - Address - Student Number - Student Year - Phone Number and Email Address.

The student will receive acknowledgment of the complaint within 5 working days.

The relevant department will initiate an investigation and provide a written response or an invitation for a hearing within 20 working days.

External Review: The "Geschillencommissie"

Haarlem Institute for Higher Education is a member of the NRTO. This means that the route for external review by the NRTO is open to Haarlem students. In case the internal complaint procedures fail, students are referred to the Commission for Disputes (Geschillencommissie Particuliere Onderwijsinstellingen) of the NRTO. Contact: tel. 070 – 310 53 10, https://www.degeschillencommissie.nl/over-ons/commissies/particuliere-onderwijsinstellingen/

SRH Haarlem University of Applied Sciences complaints procedure. Version 1.2. Dated 02/11/2026
Authors: M. van Ginkel / L. van Gulick