



Grievance Procedure

EMOVE Institute

EMOVE institute is an educational institute aiming to promote embodied studies in the Laban Bartenieff Movement System and related fields. We are striving to provide a high standard education. If, despite our attempts to offer a high quality educational service and support our students in the best possible way, you are dissatisfied about something, you can submit a complaint.

This document gives information about how to submit a complaint, and the time frame for response to grievances.

With this grievance procedure we also want to express that we invite students to express any dissatisfaction or complaint. We consider complaints as opportunities to optimize the quality of the education of EMOVE Institute. Any complaint shall be treated in a confidential way by both parties.

Informal route

It is preferable to attempt to resolve the issue informally, by talking to the person causing the problem and coming to a satisfactory solution. Students are encouraged to speak with peers directly if they have an issue to resolve with them. If a student has an issue with a faculty or an assistant, it is best to address the issue directly with that individual. Issues that cannot be resolved and effect the learning environment should be brought to the attention of the Program Coordinator for discussion. If this avenue produces unsatisfactory results, you can consider submitting a formal complaint.

Formal route

You can formally submit your complaint by giving written notice of your complaint to EMOVE Institute. Do this within a two months notice after the incident or dissatisfactory occurrence. Send the letter of complaint to this address: EMOVE Institute, Tuinstraat 144, 1015 PH Amsterdam.

To be able to review the complaint as soon as possible, we ask you to include following information in your letter:

- Your name, address, phone number and mail address.
- The date of sending this letter

- The date of the incident or dissatisfactory occurrence
- The description of the complaint or incident and efforts you have made to resolve the complaint
- Any relevant copies and information that clarifies the complaint, and/or corroborating references to support your complaint.
- Improvement proposals
- A description of an action that would satisfy this complaint for you
- Your signature

This grievance letter will be stored and registered by EMOVE Institute for 2 years.

Handling Complaints

You will receive an acknowledgment of receipt of the complaint. We aim to handle and solve the complaint within 4 weeks. If the procedure would need more time, EMOVE Institute will inform you about this delay, the reason for delay and the expected time frame for handling the complaint.

EMOVE Institute may ask you for more information to be able to judge and handle the complaint properly. If needed, we will advise (an) external expert(s). You will receive a substantive response to your complaint and EMOVE Institute will try its best to handle the complaint to your satisfaction. If the complaint is not resolved and/or you are not satisfied with the handling of your complaint by EMOVE Institute, then there is the possibility to direct your complaint to ISMETA (the International Somatic Movement Education & Therapy Association).

ISMETA

If you do not agree with the handling of your complaint by EMOVE Institute, then you can submit your complaint within three months at ISMETA (the International Somatic Movement Education & Therapy Association).

You can find the Grievance Procedure of ISMETA on their website:

<https://ismeta.org/about-ismeta/standards> or you can ask EMOVE Institute for a copy of the procedure. We advise you to inform about terms, rules, costs and procedures of the ISMETA Professional Conduct Committee.

Before undertaking steps towards ISMETA, you first need to follow the grievance procedure of EMOVE Institute.

The judgment and ruling of ISMETA is binding for both parties. Any consequences will be handled as soon as possible by EMOVE Institute.

If necessary, the complaint will be forwarded to the liability insurance of EMOVE Institute.

EMOVE Institute, as well as the student/client, are free to be legally supported and / or represented. Dutch law applies.