

Complaints Procedure for The Science Camp

At The Science Camp, we strive to provide exceptional service and experiences to all our customers. We value your feedback and take any complaints seriously. This complaints procedure outlines the steps you can take if you are dissatisfied with any aspect of our services or if you wish to raise a complaint. We are committed to resolving issues promptly and to your satisfaction.

1. Contacting The Science Camp

If you have a complaint, please follow these steps:

a. Initial Contact: In the first instance, we encourage you to contact our customer service team directly. You can reach us through the following channels:

- Phone: 0681423432
- Email: info@thesciencecamp.nl
- In-person: reach us per phone or mail to set up an appointment

b. Provide Relevant Information: When contacting us, please provide as much information as possible about your complaint. This may include details such as the date, time, and location of the incident, the names of any staff members involved, and any supporting documentation or evidence.

c. Stay Courteous: We request that you remain courteous and respectful while communicating with us. This will help us address your concerns more effectively.

2. Independent Mediation or External Authorities

If, after following the steps outlined above, you remain dissatisfied with the resolution provided by The Science Camp, you may consider seeking independent mediation or contacting relevant external authorities. Such authorities may include consumer protection agencies, regulatory bodies, or local ombudsmen. We will provide guidance on the appropriate entities you can approach for further assistance, if necessary.

Please note that we treat all complaints with strict confidentiality and handle them in accordance with applicable data protection laws.

We appreciate your trust in The Science Camp and your willingness to provide feedback. We are committed to continuously improving our services and ensuring your satisfaction.