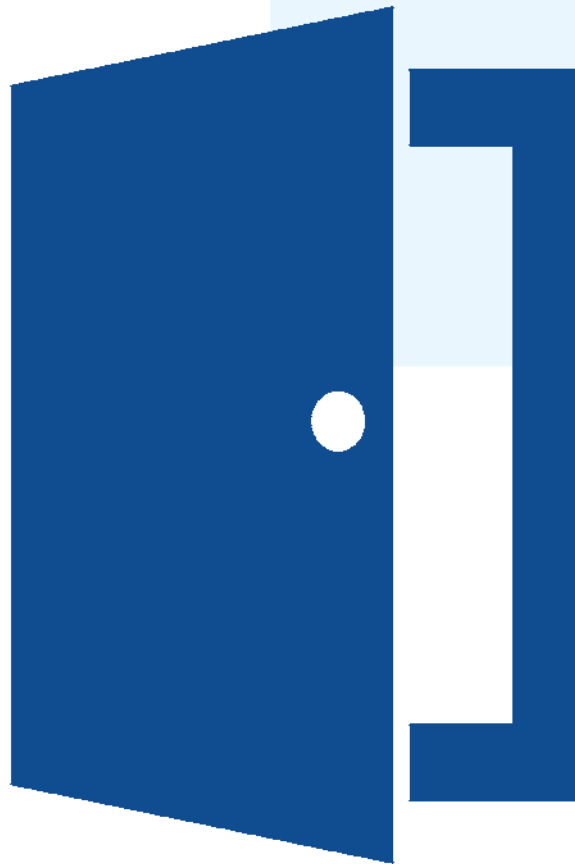


Complaints regulations



Inhoudsopgave

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Preamble

The board of the Stichting Nederlandse Orde voor Beroepscoaches (NOBCO) has established an independent complaints procedure which is described in these regulations. All NOBCO affiliated coaches affiliated stated in their 'affiliation agreement' that they submit to this NOBCO complaints procedure, as it applies or will apply in the future.

The complaints procedure was created to obtain an independent assessment about the the question whether a coach affiliated with NOBCO has acted in accordance with what can be expected of a reasonably acting and competent coach. The purpose of the complaints procedure is to guarantee and improve the quality of the services provided by coaches affiliated with NOBCO.

This complaints procedure also applies in the event of supervision by a supervisor affiliated with NOBCO. In situations where reference is made to 'the Coach', this can also be read as 'the Supervisor'. Where reference is made to 'the Coachee' this can also be read as 'the Supervisee', where reference is made to 'Coaching' this can also be read as 'Supervision' and where reference is made to a 'Coaching Agreement' this can also be read as a 'Supervision Agreement'.

Complaints Handling Committee and Appeals Committee

Complaints are handled by the Complaints Handling Committee. Appeals against a decision by the Complaints Handling Committee are handled by the Appeals Committee. The composition, appointment, powers and working methods of both Committees are regulated in this regulation. In their statements, the Committees strive to ensure that both the Complainant and the Coach to whom the Complaint relates feel heard and that the Coach and all other fellow coaches can draw lessons for their own practice.

Complaint

Complaints can only be made against coaches affiliated with NOBCO. A Complaint can be submitted about the professional actions (actions or omissions) of the Coach.

The Committees will assess the actions of the Coach against the applicable International Code of Ethics (IEC) for coaches, to which every coach affiliated with NOBCO is bound, as well as against the more generally applicable standards that apply in society.

The Complaints Handling Committee makes a decision on the admissibility and (partial) validity of a Complaint. If a Complaint is found to be fully or partially justified, the Complaints Handling Committee may impose a sanction on the Coach.

Appeal

It is possible to appeal against a decision of the Complaints Handling Committee. An Appeals Committee has been set up for this purpose, which is tasked with reassessing the Complaint. Any sanction imposed by the Complaints Handling Committee will be suspended during the handling of the Appeal. The Appeals Committee makes a new ruling on the admissibility and (partial) merits and may or may not impose a new sanction. The decision of the Appeals Committee replaces the decision of the Complaints Handling Committee. No further appeal is possible against a decision of the Appeals Committee.

Rulings

NOBCO considers publication of the decisions of the Complaints Handling Committee and the Appeals Committee as an important contribution to the quality of the services provided by the affiliated coaches. Statements by the Complaints Handling Committee and the Appeals Committee are therefore published in anonymized form on the website and in other NOBCO publications.

1. Definitions

Appeal

An appeal in accordance with these regulations against a decision or sanction imposed by the Complaints Handling Committee.

Board

The board of NOBCO.

Coach

A coach affiliated with NOBCO.

Coachee

The person who is or would be coached by a Coach.

Coaching agreement

The written or non-written agreement between a Coach and a Coachee or Client to provide coaching.

Appeals Committee

The committee established by the board of NOBCO that is charged with investigating and assessing Complaints following an Appeal lodged against a decision of the Complaints Handling Committee.

Complaints Handling Committee

The committee established by the NOBCO board that is charged with investigating and assessing Complaints.

International Code of Ethics

Principles applicable to all Coaches that serve as a guideline for the professional functioning of Coaches, which can be consulted on the NOBCO website.

Complaint

A Complaint expressed in accordance with these regulations about the professional actions (acts or omissions) of a coach affiliated with NOBCO.

Complainant

The Coachee and/or Client who submits a Complaint. For minor children, their legal representatives can file a Complaint.

NOBCO

De Stichting Nederlandse Orde van Beroepscoaches. (The Dutch Association of Professional Coaches). Statutorily established in Nijkerk and with offices in (3861 RH) Nijkerk at the address Ambachtsstraat 15 (Postbus 1167, 3860 BD) and registered with the Chamber of Commerce under number 34188394.

Client

The person who gives the coaching assignment to a coach affiliated with NOBCO.

Involved party

One of the parties involved in a Complaint or Appeal (the Complainant, Coach).

Privacy declaration

The document in which NOBCO has recorded how it handles personal data in accordance with the General Data Protection Regulation (GDPR).

Sanction

A sanction imposed on a Coach as referred to in Articles 15.3 and 28.4 of these regulations.

Secretariat

The secretariat of the Complaints Handling Committee and the Appeals Committee, or the member of the committee who runs the secretariat.

Be excused

The failure of a member or chairman of the Complaints Handling Committee or the Appeals Committee to sit in a particular case because he/she/they knows or suspects that he/she/them cannot be unbiased or impartial in that case.

2. Composition, appointment and dismissal of the Complaints Handling Committee and the Appeals Committee

2.1 The Complaints Handling Committee consists of three members, including one chairman. The chairman appointed by the Board is a lawyer and not a coach. The other members of the Commission work as coaches (at least at EIA Senior Practitioner level). Members of the Complaints Handling Committee cannot be board members of NOBCO at the same time.

2.2 The Appeals Committee consists of three members, including one chairman. The chairman appointed by the Board is a lawyer and not a coach. The other members of the Commission work as coaches (at least at EIA Senior Practitioner level). Members of the Appeals Committee cannot be board members of NOBCO at the same time

2.3 Three deputy members have been added to the Complaints Handling Committee and the Appeals Committee, including one deputy chairman. If necessary, the deputy members can replace a member of the Complaints Handling Committee or the Appeals Committee. The deputy chairman appointed by the Board is a lawyer and not a coach. The other deputy members work as coaches (at least at EIA Senior Practitioner level). Deputy members cannot be board members of NOBCO at the same time.

2.4 Both members and deputy members are appointed, suspended and dismissed by the Board.

(Re)appointment is made on the recommendation of the existing members of the Complaints Handling Committee or Appeals Committee. When a position becomes vacant in the Complaints Handling Committee or the Appeals Committee, the Board takes the initiative to ensure that that position is filled again as soon as possible.

2.5 A (deputy) member can be appointed for a maximum of 9 years (3 x 3 years), of which a maximum of 6 years as a permanent member and the remaining years as a deputy member. Members of the Complaints Handling Committee and the Appeals Committee can transfer to the other committee within this period.

2.6 Membership of the Complaints Handling Committee or the Appeals Committee will in any case end by:

- Death of the member;
- Resignation of the member;
- Dismissal by the Board due to the member's apparent inadequate performance of the position or neglect of duty;
- Dismissal by the Board for reasons on the basis of which it is not reasonable for the member to remain in office, such as for example in the case of conflicting interests.

3. Duties and powers Complaints Handling Committee and Appeals Committee

3.1 The Complaints Handling Committee and the Appeal Committee ensure that the Complainant and the Coach are always informed simultaneously as much as possible during the handling of a Complaint or Appeal.

3.2 The Complaints Handling Committee and the Appeals Committee may, for the sake of the quality of their judgment, be assisted by one or more experts. The associated costs will, insofar as they can be regarded as reasonable, be borne by NOBCO. The Board will establish an arrangement for attendance fees and reimbursement for travel and expenses for the members of the Complaints Handling Committee, the Appeals Committee and the experts to be consulted.

3.3 The Secretariat or the Complaints Handling Committee and the Appeals Committee will correspond with the Complainant and the Coach exclusively by e-mail, unless special circumstances give reason to deviate from this.

4. Filing a Complaint

4.1 A Complaint can be submitted by a Client and/or Coachee. A Complaint is submitted to the Secretariat in the manner indicated on the NOBCO website and contains at least:

- Name, address, email address and telephone number of the Complainant;
- Name, address, email address and telephone number of the Coach to whom the Complaint relates;
- Information about the content of the coaching trajectory and a copy of the Coaching agreement (if available);
- A clearly substantiated description of the Complaint and the relevant facts, supplemented with written documents, including correspondence with the Coach (if available);
- Information about what has been done to resolve the Complaint (if any);
- Answer to the question whether the Complainant is willing to first try to reach an agreement with the Coach to reach a settlement and if so, on what terms;
- Statement that the Complainant agrees to the Complaints Regulations and the manner in which NOBCO handles confidential personal data in accordance with its Privacy Regulations;
- An authorization, in the event of an appeal procedure, to file the complaint with the committee. Complaint handling: transfer supporting documents about the Complaint to the Appeals Committee.

4.2 The Complainant will receive an acknowledgment of receipt by e-mail from the Secretariat no later than two weeks after receipt of the Complaint.

4.3 If one or more of the data referred to in art. 4.1 is missing, the Secretariat requests the Complainant to provide this information within one week.

4.4 If the Complaint is submitted by a Client, the Complaints Handling Committee will guarantee confidentiality between the Coach and the Coachee and the Coach will not share substantive information about the coaching process in the context of handling the complaint.

5. Admissibility

5.1 The Complainant can, among other things, be declared inadmissible in his Complaint if:

- The Complaint is submitted anonymously;
- The facts, circumstances or events about which the complaint is complained took place more than 18 months before the Complaint was filed, unless compelling reasons justify exceeding this period;
- The Complainant - even after the request to provide this - has not provided the minimum information required in accordance with Article 4.1;
- The Complainant has not agreed to the Complaints Regulations and the way in which NOBCO handles confidential personal data according to its Privacy Statement;
- The Complainant has already submitted a Complaint about the subject of the Complaint to another complaints body;
- The Complainant has submitted the subject of the Complaint to the judgment of a judicial authority by instituting a procedure;
- The Complainant has filed a report on the subject of the Complaint, making it part of the investigation or prosecution of a criminal offense;
- The Complaint cannot be regarded as a Complaint within the meaning of these regulations;
- The Complaint has been submitted by a person or body that has no interest in handling the Complaint.
- The Complaint does not relate to a Coaching Agreement or another type of agreement that includes coaching. If a Coach accepts an assignment professionally, this assignment is assumed to be a Coaching Agreement, unless a written agreement clearly shows that there is a different type of assignment.

6. Handling a Complaint

6.1 In principle, a Complaint is handled by the members of the Complaints Handling Committee, other than deputy members.

7. To be excused

7.1 If the independence and/or impartiality of a member of the Complaints Handling Committee is or may be compromised or a member cannot participate in the handling of a Complaint for another valid reason, the member shall immediately report this to the other members of the Committee and the member will not participate in the handling of the Complaint in question. This member will be replaced by a substitute member with regard to this Complaint.

8. Chairman's decision

8.1 As long as no hearing has taken place or - in the absence of a hearing - a decision has been made, the chairman of the Complaints Handling Committee may, if there is no doubt about this, decide that:

- The Complaint is manifestly inadmissible;
- The Complaint is manifestly unfounded;
- The Complaint is apparently of insufficient weight.

This chairman's decision will be communicated to the Complainant, after which the Complaint will not be processed further.

9. Withdrawal of a Complaint

9.1 The Complainant can withdraw his Complaint until the Complaints Handling Committee takes a decision. The Complaints Handling Committee will then not process the Complaint (any further).

10. Defense Coach

10.1 At the same time as notifying the Complainant that the Complaint is being processed, the Complaints Handling Committee will send the Complaint to the Coach to whom the Complaint relates. The Complainant and the Coach will be informed in that message of the names of the members of the Complaints Handling Committee who will judge the Complaint and will receive all relevant information about the further course of the complaints procedure.

10.2 The Complaints Handling Committee requests the Coach to respond in writing to the Complaint within four weeks. This period can be extended by the Complaints Handling Committee based on a reasoned request from the Coach. The Complaints Handling Committee will inform the Coach and the Complainant of such an extension.

10.3 If the Coach has not submitted a response within the specified period, the Complaints Handling Committee may decide to handle the Complaint on the basis of the documents made available to it.

11. Optional second written round and preliminary examination

11.1 The Complaints Handling Committee may, if it sees reason to do so, decide to hold a second written round after the provisions of Article 10 have been implemented. In that case, the response period for parties is two weeks. This period can be extended by the Complaints Handling Committee on the basis of a reasoned request from the Party that must respond. The Complaints Handling Committee will inform both Parties of such an extension.

11.2 The Complaints Handling Committee may decide to charge one of its members with conducting a preliminary investigation in order to collect (further) facts and/or investigate circumstances. If the Complaints Handling Committee appoints one of its members for this purpose, the Complainant and the Coach will be informed thereof.

12. Hearing

12.1 Unless the Complaints Handling Committee considers itself sufficiently informed on the basis of the Complaint submitted and the Coach's response, it will order a hearing after receipt of the Coach's response or the unused expiry of the response period to give the Complainant and the Coach the opportunity to further substantiate their position(s) and/or provide further information.

12.2 Hearings of the Complaints Handling Committee are closed. Notes and reports of meetings and hearings drawn up by the Complaints Handling Committee will not be provided to the Complainant and the Coach, nor to Third Parties. Only the Secretariat is permitted to make video and/or audio recordings of a hearing.

12.3 In principle, the parties are heard in each other's presence. If the Complainant or the Coach requests this based on compelling reasons or compelling reasons give rise to this, the Complaints Handling Committee may decide to have the hearing take place without the other Party being present. In that case, the Complaints Handling Committee will take appropriate measures to guarantee a hearing.

12.4 The Complaints Handling Committee may, if it deems this desirable, request information from, or summon and hear, Third Parties who have had any involvement in the events to which the Complaint relates. These Third Parties are in principle heard in the presence of the Parties. The Complainant and the Coach will be given the opportunity to respond.

12.5 If this Third Party, the Complainant or the Coach requests this based on compelling reasons or compelling reasons give rise to this, the Complaints Handling Committee may decide to hear the Third Party without the presence of the Parties. In that case, the Complaints Handling Committee will take appropriate measures to guarantee a hearing.

12.6 The Complaints Handling Committee may allow experts, on its own initiative or at the request of the Complainant or the Coach, to attend the hearing. It is at the discretion of the Complaints Handling Committee whether such a request from a Party will be granted.

13. Advisor

13.1 The Complainant and the Coach can be assisted by their own advisor during the handling of the Complaint. If the Coach or the Complainant has given a written power of attorney to an advisor or if this advisor is a lawyer, the Complaints Handling Committee will address its correspondence to the advisor if requested. The advisor can also assist the Complainant or the Coach during a hearing, provided that the Complainant or the Coach is also present. If it considers there to be compelling reasons for this, the Complaints Handling Committee may decide to deviate from the provisions of this article.

14. Costs

14.1 The Complaint procedure is free of charge. Any costs of (legal) assistance, travel costs, own expert assistance and other costs incurred by the Complainant and/or the Coach with a view to the complaints procedure will be borne by them themselves.

15. Ruling by the Complaints Handling Committee

15.1 The Complaints Handling Committee aims to reach a decision within six weeks after the hearing or after the moment it decides not to order a hearing. If the Complaints Handling Committee threatens to exceed this period, it will inform the Coach and the Complainant, stating the expected date of the decision.

15.2 The Complaints Handling Committee can make the following statements:

- Inadmissibility of the Complaint;
- Unfoundedness of the Complaint;
- Partial Validity of the Complaint.

15.3 If a Complaint is (partially) well-founded, the Complaints Handling Committee may impose one of the following sanctions:

- A.** Reprimand;
- B.** Temporary suspension of the Coach's rights arising from the connection agreement for a maximum period of 2 years. In that case, the coach's obligations remain in force, such as paying the membership fee, following the IEC and applying the Complaints Regulations;
- C.** Permanent termination of the Coach's affiliation with NOBCO.

When imposing one of the sanctions as mentioned under A. or B. the Complaints Handling Committee may, if it considers there are reasons and possibilities for this, combine the sanction with an additional measure as described in art. 16.

15.4 The Complaints Handling Committee reaches its decision based on the content of the documents exchanged and information provided and - if applicable - on the basis of what was discussed during the hearing, and everything that can be regarded as established based on its own knowledge.

15.5 The Complaints Handling Committee decides by majority vote. A member who participates in decision-making is obliged to cast a vote.

15.6 The Complaints Handling Committee motivates its decision in writing and sends an anonymized copy of the ruling to the Complainant, the Coach and the Board. The Committee also sends a non-anonymized copy of the ruling to the Board.

15.7 The NOBCO board will publish the anonymized statement on the website and in any other publications and takes all measures necessary to implement the sanction imposed on the Coach.

16. Obligation to attend further training

16.1 In the event of a reprimand or temporary suspension as referred to in art. 15. the Complaints Handling Committee may combine the sanction with an additional measure to be determined by the committee; for example

- Following further training on the International Code of Ethics and/or
- Following a certain number of hours of supervision during a certain period with one of the supervisors designated for this purpose by NOBCO and writing reflection reports on these supervision meetings. If there is mandatory supervision, the Coach will make a choice from the designated supervisors known to the Quality and Ethics boardmember within two weeks.

16.2 When imposing the obligation to follow supervision, the Complaints Handling Committee will send the chosen supervisor the anonymized version of the ruling and clearly define the area(s) to which the supervision should relate.

16.3 At the end of the specified period, the Coach provides the Complaints Handling Committee with an overview/proof of the activities carried out by him/her/them and/or the supervision meetings attended, which - where supervision is concerned - is also signed by the supervisor. Based on this overview, the Complaints Handling Committee decides whether the Coach has, in quantitative terms, sufficiently complied with the imposed sanction. If that is the case, a potential temporary suspension imposed according to art. 15 will be lifted.

16.4 If the Complaints Handling Committee is of the opinion that the Coach has not sufficiently fulfilled the imposed obligation, the following will be done:

The according to art. 15 imposed reprimand converted into a temporary suspension as referred to in art. 15 and the Coach will be given the opportunity to comply with the imposed obligation for a maximum of 12 months;

16.5 If, after the extended period, the Coach has still not sufficiently fulfilled the imposed obligation, the Coach's membership of NOBCO will be permanently terminated.

16.6 The costs associated with carrying out the sanction will in all cases be borne by the Coach.

17. Recommendation to the board

17.1 The Complaints Handling Committee can at any time accompany its decision with a recommendation to the NOBCO Board, even if it results in the Complaint being inadmissible or unfounded.

18. Filing an Appeal

18.1 Both the Complainant and the Coach have the option to appeal against the decision of the Complaints Handling Committee regarding the Complaint in question. This must be done within four weeks after the Complaints Handling Committee has made its decision.

18.2 If the Appeal is submitted by a Client, the Appeal Committee will guarantee confidentiality between the Coach and the Coachee and the Coach will not share substantive information about the coaching process in the context of handling the appeal.

18.3 An Appeal is handled by the Appeals Committee, which has the task of reassessing the Complaint, making a decision on admissibility and (partial) validity and whether or not to impose a new sanction.

18.4 An Appeal is submitted via the appropriate form on the NOBCO website and contains at least:

- Names, addresses, e-mail addresses and telephone numbers of the person filing the Appeal and of the other Party involved in the Complaint (both Coach and Complainant);
- A copy of the decision of the Complaints Handling Committee against which the Appeal is directed;
- The grounds and motivation on the basis of which the Appeal against the decision of the Complaints Handling Committee is filed;
- An authorization to transfer the documents about the Complaint held by the Complaints Handling Committee to the Appeals Committee.

18.5 The Complainant will receive an acknowledgment of receipt from the Secretariat by e-mail no later than two weeks after receipt of the Appeal.

18.6 If one or more of the conditions referred to in art. 18.4 the information mentioned is missing, the Secretariat requests the person filing the Appeal to provide this information within one week.

19. Admissibility

19.1 An appeal will only be processed if it relates to a decision by the Complaints Handling Committee regarding the admissibility or full or partial (un)foundedness of a Complaint and/or a sanction imposed by the Complaints Handling Committee in its decision.

19.2 An appeal may be declared inadmissible, among other things, if:

- The Appeal has not been filed within four weeks after the decision of the Complaints Handling Committee, unless compelling reasons justify exceeding this period in the opinion of the Appeal Committee;
- The person who files the Appeal - even after the request to provide it - is not the person referred to in Article 18.4 has submitted the minimum required information;
- The person submitting the appeal on the subject of the Appeal has already submitted a complaint to another complaints body;
- The person filing the Appeal has subjected the subject of the Appeal to the judgment of a judicial authority by instituting a procedure;
- The person filing the Appeal has filed a report on the subject of the Appeal, making it part of the investigation or prosecution of a criminal offense;
- The Appeal cannot be regarded as an Appeal within the meaning of these regulations;
- The Appeal has been submitted by a person or body that has no interest in the handling of the Appeal or for whom there is no option to file an Appeal.

20. Consideration of an Appeal

20.1 An appeal lodged against a decision of the Complaints Handling Committee will in principle be handled by the permanent members of the Appeal Committee.

20.2 A (deputy) member who has been involved in the handling of a Complaint cannot be part of the Appeals Committee that handles the Appeal against the decision of the Complaints Handling Committee regarding this Complaint.

20.3 Any sanction imposed by the Complaints Handling Committee will be suspended during the handling of the appeal

21. Be excused

21.1 If the independence and/or impartiality of a member of the Appeals Committee is or may be compromised in a particular case, or if a member cannot participate in the handling of an Appeal for another valid reason, it member thereof without delay to the other members of the Committee and the member will not participate in the handling of the relevant Appeal. The place of this member will be taken by an alternate member with regard to this Appeal.

22. Withdrawal of an Appeal

22.1 The person who filed the Appeal may withdraw his Appeal until the Appeal Committee makes a decision. In that case, the decision made by the Complaints Handling Committee will remain in effect

23. Defense

23.1 At the same time as the message that an appeal will be processed, the Appeal Committee will send information about the appeal to the other Party. The Coach and the Complainant will be informed in that message of the names of the members of the Appeal Committee who will judge the Appeal.

23.2 The Appeals Committee requests the other Party to respond in writing within four weeks to the Appeal lodged against the decision of the Complaints Handling Committee. This period may be extended by the Appeals Committee on the basis of a reasoned request from the Party that must respond. The Appeals Committee will inform both Parties of such an extension.

23.3 If the other Party has not submitted a response within the specified period, the Appeals Committee may decide to hear the Appeal on the basis of the documents made available to it.

24. Optional second written round and preliminary examination

24.1 The Appeals Committee may, if it sees reason to do so, decide to hold a second written round after implementation of the provisions of Article 23. In that case, the response period for parties is two weeks. This period may be extended by the Appeals Committee on the basis of a reasoned request from the Party that must respond. The Appeals Committee will inform both Parties of such an extension.

24.2 The Appeals Committee may decide to charge one of its members with conducting a preliminary investigation in order to collect (further) facts and investigate circumstances. If the Appeals Committee designates one of its members for this purpose, the Coach and the Complainant will be informed of this.

25. Hearing

25.1 Unless the Appeals Committee considers itself to be sufficiently informed on the basis of the Appeal lodged and the response of the other Party, it will order, after receipt of the response or the unused expiry of the response period, a hearing to give Parties the opportunity to further substantiate their position(s) and/or to provide further information.

25.2 Appeals Committee hearings are closed. Notes and reports of meetings and hearings drawn up by the Appeals Committee will not be provided to the Parties or to third parties. Only the Secretariat is permitted to make video and/or audio recordings of a hearing.

25.3 In principle, the Parties are heard in each other's presence. If the Complainant or the Coach requests this based on compelling reasons or compelling reasons give rise to this, the Appeals Committee may decide to have the hearing take place without the other Party being present. In that case, the Appeals Committee will take appropriate measures to guarantee a hearing.

25.4 The Appeals Committee may, if it deems this desirable, request information from, or summon and hear, Third Parties who have had any involvement in the events to which the Complaint relates. These Third Parties are in principle heard in the presence of the Parties. The Complainant and the Coach will be given the opportunity to respond.

25.5 If this Third Party, the Complainant or the Coach requests this based on compelling reasons or compelling reasons give rise to this, the Appeals Committee may decide to hear the Third Party without the presence of the Parties. In that case, the Appeals Committee will take appropriate measures to guarantee a hearing.

25.6 The Appeals Committee may allow experts, on its own initiative or at the request of the Complainant or the Coach, to attend the hearing. It is at the discretion of the Appeals Committee whether or not such a request from a Party will be granted.

26. Advisor

26.1 The parties may each be assisted by their own advisor during the handling of the Appeal. If the Coach or Complainant has provided a written power of attorney to an advisor or if this advisor is a lawyer, the Appeals Committee will address its correspondence to the advisor if requested. The advisor can also assist a Party during a hearing, provided that the assisted Party is also present. During a hearing, the parties themselves speak. If it considers compelling reasons for this, the Appeals Committee may decide to deviate from the provisions of this article.

27. Costs

27.1 The costs for filing an Appeal amount to €100 (excl. VAT) and will be borne by the person filing the Appeal. These costs are a contribution to the costs incurred by NOBCO for handling the Appeal. These costs will therefore not be reimbursed, even if the ruling is in favor of the person filing the Appeal. Any costs of (legal) assistance, travel expenses, own expert assistance and other costs incurred by the Parties with a view to handling the Appeal will be borne by the Parties themselves.

28. Ruling by the Appeals Committee

28.1 The Appeals Committee aims to reach a decision within six weeks after the hearing or after the moment it decides not to order a hearing. If the Appeals Committee is in danger of exceeding that period, it will inform the Parties thereof, stating the expected date of the ruling.

28.2 The decision of the Appeals Committee replaces the contested decision of the Complaints Handling Committee.

28.3 The Appeals Committee can make the following statements regarding the Complaint to which the contested decision of the Complaints Handling Committee related:

- Declares the appeal inadmissible;
- Affirms the decision of the Complaints Handling Committee;
- Annuls the decision of the Complaints Handling Committee and replaces it with another decision.

28.4 If the Appeals Committee decides that the Complaint is (partially) well-founded, the Appeals Committee may impose one of the following sanctions:

- A.** Reprimand;
- B.** Temporary suspension of the Coach's rights under the connection agreement for a maximum period of 2 years.
In that case, the coach's obligations remain in force, such as paying the membership fee, following the IEC and applying the Complaints Regulations;
- C.** Permanent termination of the Coach's affiliation with NOBCO.

When imposing one of the sanctions as mentioned under A. or B. the Appeals Committee may – if it considers there are reasons and possibilities for this – combine the sanction with an additional measure as described in art. 29.

28.5 The Appeals Committee reaches its decision based on the content of the documents exchanged and information provided as well as - if applicable - on the basis of what was discussed during the hearing and everything that can be regarded as established based on its own knowledge.

28.6 The Appeals Committee decides by majority vote. A member who participates in decision-making is obliged to cast a vote.

28.7 The Appeals Committee motivates its decision in writing and sends an anonymized copy of the decision to the Complainant, the Coach and the Board. The Committee also sends a non-anonymized copy of the ruling to the Board.

28.8 The NOBCO board will publish the anonymized ruling after receipt on the website and in any other publications and will take all measures towards the Coach that are necessary to implement the imposed sanction. The board also makes it clear which ruling of the Complaints Handling Committee has thus been annulled.

29. Obligation to attend further training

29.1 In the case of a reprimand as referred to in art. 28, the Appeals Committee can combine the sanction with the obligation to attend further training, namely:

- Following further training on the International Code of Ethics and/or
- Following a certain number of hours of supervision during a certain period with one of the supervisors designated for this purpose by NOBCO and writing reflection reports on these supervision meetings.

If there is mandatory supervision, the Coach will make a choice from the designated supervisors known to the Quality and Ethics director within two weeks.

29.2 When imposing the obligation to undergo supervision, the Appeals Committee will send the chosen supervisor the anonymized version of the ruling and clearly define the area(s) to which the supervision should relate.

29.3 At the end of the specified period, the Coach provides the Appeals Committee with an overview of the activities carried out by him/her/them and/or the supervision meetings attended, which - where supervision is concerned - is also signed by the supervisor. Based on this overview, the Appeals Committee decides whether the Coach has, in quantitative terms, sufficiently complied with the imposed sanction. If that is the case, any compensation in accordance with art. 28 temporary suspension imposed has been lifted.

29.4 If the Appeals Committee is of the opinion that the Coach has not sufficiently complied with the imposed obligation, the following will be imposed in accordance with art. 28 imposed temporary suspension as maintained for a maximum of 12 months and the Coach is still given the opportunity to comply with the imposed obligation during this period;

29.5 If, after the extended period, the Coach has still not sufficiently fulfilled the imposed obligation, the Coach's membership of NOBCO will be permanently terminated.

29.6 The costs associated with carrying out the sanction will in all cases be borne by the Coach.

30. Recommendations to the board

30.1 The Appeals Committee may at any time accompany its decision with a recommendation to the NOBCO board, even if it results in the inadmissibility or unfoundedness of the Complaint or Appeal.

31. Confidentiality

31.1 The members of the Complaints Handling Committee, the Appeals Committee, the Board and others who are involved in the handling of a Complaint or an Appeal due to their position or their expertise, have a duty of confidentiality with regard to everything that they receive as a result of their involvement in the Complaint about whether the Profession has become known.

31.2 This obligation of confidentiality remains in full force after termination of the work for the Complaints Handling Committee, the Appeals Committee or for NOBCO. The obligation of confidentiality lapses if any legal provision obliges the person concerned to disclose or the need for disclosure arises from his task in the implementation of these regulations.

32. Final provisions

32.1 Before the end of the first quarter, the Complaints Handling Committee and the Appeals Committee each publish an annual report on their activities and findings in the previous year. Data included in this annual report may not be traceable to individual cases.

32.2 Once every two years, the Board consults with the Complaints Handling Committee and the Appeals Committee to jointly discuss the annual reports of both committees and to evaluate the work of the committees.

32.3 The costs of maintaining the Complaints Handling Committee and the Appeals Committee are borne by NOBCO.

32.4 In all cases not provided for in these regulations, the Complaints Handling Committee (in the first instance) or the Appeals Committee (in the appeal phase) will decide.

These Complaints Regulations were established by the NOBCO Board on 09.07.2024 and take effect from 01.05.2025 instead of the Complaints Regulations adopted on September 30, 2021. This regulation has effect on all complaints or appeals submitted from 01.05.2024. However, the regulations adopted on September 30, 2021 remain applicable to all complaints procedures started before the adoption of these new regulations. The decisive factor for this is the date on which the complainant has sent his or her complaint.

In the event of inconsistency or discrepancy between the English version of these complaints regulations 2025 and the Dutch version of this publication, the Dutch language version shall prevail.



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