



Complaints management at the Goethe-Institut Saudi Arabia

Welcome to the Goethe-Institut's complaints management team!

As part of our efforts to continuously improve our service, we take your feedback and complaints seriously. This handbook is intended to give you an overview of how you can submit complaints to us effectively and efficiently and how we process them.

1. Submitting a complaint:

In writing: Complaints can be submitted in writing by email or on WhatsApp. You can find the contact details on our official website.

Verbally: Alternatively, complaints can also be made in person or by telephone to our complaints management team. Our staff in the language course office will be happy to help you during office hours.

2. Description of the complaint:

When submitting your complaint, it is important that you provide as much relevant information as possible, including:

Your contact details (name, e-mail, telephone number)

A detailed description of the complaint, including time, place and persons involved, if known.

Any supporting documents or evidence that supports your complaint.

3. Examination and processing:

Our complaints management team will thoroughly review your complaint and take all necessary steps to investigate the issue.

4. Communication during the process:

During the processing of your complaint, we will keep you regularly informed about the progress. If additional information is required or further steps need to be taken, we will inform you accordingly.

5. Solution finding:

Our aim is to resolve your complaint as quickly and satisfactorily as possible. Once all the necessary information has been gathered, we will work with you to find an appropriate solution. This may include an apology, a refund, a change in internal procedures or other measures to ensure that similar problems are avoided in the future.

6. Conclusion of the complaint:

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Once a solution has been found, we will send you a summary of the actions taken, and the steps taken to resolve the issue. We ask you to give us your feedback to ensure that you are satisfied with the solution provided.

7. Feedback and improvements:

We value your feedback and use it to continuously improve our services. Thank you for your trust in the Goethe-Institut. We are here to help you and ensure that your concerns are taken seriously and treated appropriately.