

## Complaints procedure

### Application target

This procedure relates to a written or oral expression of dissatisfaction from a client or customer about the way in which Foxtaal's services have been provided.

Hence, the complaints about prices and substantive comments about products supplied by Foxtaal fall outside this procedure. Grievances and comments within the mentioned category are always processed by Foxtaal and answers to such complainant will be expected within 4 weeks of written receipt thereof.

### Assumptions

- In connection with good business operations, it is desirable to make provisions for the submission and processing of grievances related to Foxtaal's services. Nonetheless, through preventive and prudent operation, Foxtaal will make an explicit effort to avoid complaints.
- A complaint is a written or oral expression of dissatisfaction from a customer or client about the way in which Foxtaal's services have been provided. A complaint is a complaint at the moment that the plaintiff mentions his comments and remarks as such, (for instance with a title like "complaint").
- The plaintiff is the person or his authorized representative who submits a complaint about the service provided by Foxtaal.
- A notice of complaint is a written document (e.g., letter or e-mail) in which a natural or legal person makes a complaint about Foxtaal's services.
- Comments from the plaintiff that are not characterized as complaint or are not titled as complaint by the plaintiff themselves are seen as 'feelings of dissatisfaction' and are indeed taken seriously by Foxtaal, yet are formally excluded from this complaints procedure.

### Oral complaints

Oral complaints are preferably handled directly and orally if possible, if possible between the plaintiff and the concerned Foxtaal employee against whom the complaint is directed. And without undermining the plaintiff's right to submit a complaint.

If the plaintiff and the concerned employee of Foxtaal cannot resolve this together, an independent employee<sup>2</sup> plays a mediating role in this.

If the 'parties' still cannot reach an agreement, the plaintiff is invited to submit the complaint in writing and the formal complaint's procedure will come into effect.

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<sup>1</sup> In writing: this also includes: by email.

<sup>2</sup> Someone who is authorized to handle the complaint on behalf of the management. Also referred to as 'therapist'.

## Written complaints

A written complaint must be drafted comprehensibly in the Dutch language, be signed by the plaintiff, and contain at least:

- the name and address of the plaintiff;
- the date;
- a description of the conduct against which the complaint is directed.

Blik op Werk can support you in formulating your complaint. You can reach Blik op Werk via [klachten@ikwilinburgeren.nl](mailto:klachten@ikwilinburgeren.nl) and on working days between 13.00 and 17.00 on telephone number 030-30 30 645.

## Settlement amicably

In every phase of the complaint processing, the management (or handler) can check whether the plaintiff can be satisfied and drop his complaint through an informal settlement.

As soon as the management (or handler) has dealt with the plaintiff's complaint to the satisfaction of the plaintiff, the compulsion to continue to apply these regulations lapses. In that case, the plaintiff will receive written notification of the closure of the procedure. A copy of this notice will be provided to the data subject.

## Right of complaint

The authority to handle the complaint lies with the management, under whose direct responsibility the conduct took place. The coordination of the administrative complaints handling lies with the secretariat.

The management has the authority to have a complaint handled by a handler, assuming that the management always handles the process him/herself in the following cases:

- if the complaint concerns the handler's own actions;
- if the complaint comes from a client;
- if the complaint concerns several business lines;
- if the complaint may have serious (legal) implications.

## Administrative organization of the complaint's procedure

The secretariat will confirm receipt of the notice of complaint in writing within two weeks of the date of receipt.

The secretariat sends a copy of the written complaint and the accompanying documents to the independent employee or the management (see right of complaint).

The plaintiff receives a copy of this complaint's procedure and is informed who of Foxtaal is ultimately responsible for handling this complaint.

If the complaint is declared inadmissible, the plaintiff will be notified in writing within 4 weeks.

If the plaintiff waives his right to be heard or if the complaint is withdrawn, this will be reported in writing.

All complaints are treated confidentially and are included in a complaints register.

All documents are kept for 2 years after closing the complaint. All complaints are treated confidentially.

### Processing duration

The person handling the complaint will deal with the complaint within six weeks of receipt of the complaint.

Due to special circumstances, the handler can postpone the handling for a maximum of four weeks. The plaintiff and the person to whom the complaint is directed will be notified in writing of the rescheduling, stating the reason for the delay in the handling of the complaint and the new term within which the complaint is expected to be resolved.

### Hearing the plaintiff and the defendant

The handler of the complaint gives the plaintiff and the person to whom the complaint has directed the opportunity to be heard. The place and time of this meeting will be determined by the complaint processor.

Hearing the plaintiff and/or the person whose conduct is the subject of the complaint may be relinquished if the person concerned has stated that he does not wish to make use of the right to be heard.

Both the plaintiff and the person to whose conduct the complaint relates have the right to review all relevant documents relating to the complaint. The place and time of the presentation will be determined by the handler. On request, both the plaintiff and the person to whom the complaint relates can receive copies of these documents free of charge.

The plaintiff and the person whose conduct is the subject of the complaint can bring witnesses and experts at their own expense.

A report is made of the hearing, which is sent by the handler to the plaintiff and to the person to whom the complaint relates. If necessary, the report is adjusted so that the description is correct. The report is added to the complaint file.

### Findings

If the plaintiff does not comply with the handler's request to be present, provide information, submit documents, or otherwise cooperate with the investigation, the handler will handle the complaint based on the available data.

The handler informs the plaintiff in writing, stating reasons, of the findings of the investigation into the complaint, as well as of any conclusions he/she draws from it.

### Settlement

If the plaintiff agrees with the resolution and/or the solution direction, further agreements will be made to that effect.

The aim is to reach an agreement with the plaintiff about the settlement and/or the solution direction as soon as possible, but no later than within 6 weeks. If the 'parties' agree on the solution, this will be confirmed in writing to the plaintiff within 1 week of the agreement. With this confirmation, the complaint is considered to have been settled.

### Correcting measures

The handler decides whether measures can/should be taken to prevent a repetition of the circumstances that led to the complaint. She consults the management on how possible improvements can be implemented in the work processes. These measures are therefore part of the quality policy of the organization.

### Conflict

If the discussion(s) as indicated in the findings do not lead to agreement or, in the belief of one of the 'parties', there is reason to do so, the complaint can be submitted to the Blik op Werk complaints line.

They will deal with the complaint and let them know within 7 days whether your complaint will be dealt with by the Arbitration Board. If it appears from further contact that your complaint must be forwarded to the Arbitration Board, you will be asked for a contribution of €50. The school concerned will be asked to contribute €500. Subsequently, the Arbitration Board will consider your complaint and work towards a solution. You will be kept informed about this via the contact details you have provided.

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These regulations are published on the website and provided to customers and/or clients on request. Employees are provided with these regulations as an appendix to the assignment/employment contract.