

Procedure: 3.3 Klachtenafhandeling

Versie: 1 | datum: 30 oktober 2012

Eigenaar: Kwaliteitsmanager

LET OP: **Een uitgeprinte versie is ongeldig en wordt niet vervangen als er een nieuwe versie uitkomt**

Complaints procedure

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For Both ENDS our relationship with others (partners, donors etc) is of the utmost importance and we strive to treat our contacts in the best way possible. If you are of the opinion that you have not been treated correctly, we will make every effort to put things right. We therefore value any complaint, comment or suggestion. Your views are important to us as they help us to improve ourselves and our future plans. Often it just takes an email or a telephone call to solve a problem, but if it does not you might consider submitting a complaint. Both ENDS' complaints procedure explains what you can do if you feel you have not been treated correctly.

1. What are the issues you can complain about?

Incorrect behaviour might be:

- a lack of courtesy or respect;
- failure to provide information you have requested or to provide it on time;
- failure to answer your letters/emails or to answer them on time;
- failure to live up to commitments we have made;
- unwillingness to correct mistakes;
- carelessness with information or details you have provided to us.

Financial complaints might be:

- insufficient communication about financial procedures;
- failure to arrange payments in time;
- problems caused by banks that you think could have been avoided by Both ENDS' administration.

2. How to submit a complaint

You can submit your complaint by email, telephone or letter to:

Both ENDS
Department: HR Management
Nieuwe Keizersgracht 45
1018 VC Amsterdam
Tel: +31 20 5306600
info@bothends.org

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Please send us:

- a brief and clear description of the complaint;
- the name of the relevant contact person(s) at Both ENDS;
- the date(s) on which the conduct in question took place;
- your name and address;
- your signature and date of signature (in the case of a complaint sent by letter).
- An address and telephone number where we can reach you.

Try to be as clear and complete as possible in describing your complaint and the grounds on which it is based. This will help us deal with it as quickly as we can.

3. Processing of complaints

Your complaint will be directly forwarded to the complaint coordinator-HR Manager. The person processing your complaint will confirm receipt as quickly as possible but no later than two weeks after the complaint has been received. Your complaint will be registered by Both ENDS. The member(s) of staff who is (are) the subject of your complaint will receive a copy of your complaint. He/she has the right to express his/her views on the matter.

The management team decides how the complaint should be handled and informs you in writing about the results of the inquiry, the decision taken and any conclusions attached to the decision. This will take place within ten weeks of receipt of the letter of complaint. This period may be extended by four weeks, but you will be informed about any delay.

4. Registration of complaints

All complaints are registered and your personal data are dealt with in the strictest confidence. Twice a year Both ENDS' management evaluates the number of complaints, their nature etc. and will adjust Both ENDS procedures' and/or policies when considered necessary.

5. Independent review committee

Despite all Both ENDS' efforts, it's possible that you are still not satisfied about how your complaint is handled. In this case it is your right to report this to the independent review committee which is composed of different civil society organizations working in the field of nature, environment and sustainable development.