

Complaints Procedure

Datum: 15 maart 2018

Eigenaar: Kwaliteitsmanager

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Een uitgeprinte versie is ongeldig en wordt niet vervangen als er een nieuwe versie uitkomt

Introduction

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. This document explains what you can do if you feel you have not been treated correctly.

What are the issues you can complain about?

Incorrect behavior, such as:

- 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 problems, such as:

- 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.

How to file a complaint

You can submit your written complaint by email or letter to:

Both ENDS

Nieuwe Keizersgracht 45

1018 VC Amsterdam

info@bothends.org

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.

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Processing of complaints

Your information will be directly forwarded to the Complaint coordinator, who will confirm receipt as quickly as possible but no later than two weeks after the case has been received.

Your case will be registered by Both ENDS. Your personal data will be dealt with in the strictest confidence.

The members of staff who are the subject of your complaint will receive a copy of your complaint. They have the right to express their views on the matter.

The Complaints coordinator 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.

Appeal

Despite all Both ENDS' efforts, it's possible that you are still not satisfied about how your complaint is handled. In that case an appeal can be made to the chairman of the board. The appeal will be handled within 2 weeks.

If your complaint still isn't resolved, you can file your complaint to the independent complaint committee of Partos. The procedure for this can be found on their website: https://partos.nl/fileadmin/files/Documents/140512_Nalevingprocedure_Partos_Gedragscod e.pdf (in Dutch) or you can contact them at info@partos.nl.