



# Complaints Procedure

Adopted August 2014

## Article 1

In these Regulations, the terms are defined as follows:

- a) Netherlands Enterprise Agency; Rijksdienst voor Ondernemend Nederland;
- b) general director: the general director of the Netherlands Enterprise Agency;
- c) director: the director directly responsible for the matter to which a complaint relates;
- d) department manager: the Legal Affairs department manager;
- e) manager: the manager directly responsible for the matter to which the complaint relates;
- f) complaints coordinator: the legal expert who coordinates the handling of complaints;
- g) complaints handler: an employee of the Legal Affairs department who is assigned to handle a complaint;
- h) complainant: the person submitting a complaint;
- i) complaint: a written notice of complaint as defined in Section 9:1 of the General Administrative Law Act;
- j) alert: an expression of dissatisfaction that is not a complaint as defined in Section 9:1 of the General Administrative Law Act.

## Article 2

Under Chapter 9 (Handling complaints) of the General Administrative Law Act, everyone has the right to submit a complaint to the Netherlands Enterprise Agency about the way the Netherlands Enterprise Agency has behaved towards him or towards another in a particular matter. These regulations are intended to supplement the provisions in Chapter 9 of the General Administrative Law Act.

## Article 3

- 1) The Legal Affairs department handles complaints regarding the Netherlands Enterprise Agency, unless the director decides that a staff member to be designated by him will handle a specific complaint. The Legal Affairs department remains responsible for administrative support.
- 2) The Client Contact & Data department handles alerts regarding the Netherlands Enterprise Agency.

#### Article 4

- 1) Complaints may be submitted by post or by using the electronic complaints form on the Netherlands Enterprise Agency website.
- 2) The complaints coordinator decides which complaints handler will handle the complaint that has been received and records the complaint in the complaints register.
- 3) The complaints coordinator is responsible for ensuring annual publication of the registered complaints.

#### Article 5

- 1) The complaints handler is responsible for assessing whether the complaint meets the legal requirements.
- 2) The complaints handler will contact the complainant by phone as soon as possible and in any event within five working days of receipt of the complaint by the Netherlands Enterprise Agency with the aim of resolving the complaint informally.
- 3) The manager or the director may also attempt, in consultation with the complaints handler, to resolve the complaint informally in a phone call.
- 4) If the informal handling of the complaint leads to a resolution that is satisfactory to the complainant, the complaints procedure will be closed. The complainant will be notified of this in writing.
- 5) If the informal handling of the complaint has not led to a resolution satisfactory to the complainant, the complaint will be formally handled by the complaints handler. The complainant will be notified of this in writing.

#### Article 6

- 1) In the event the complaint concerns conduct by a member of the Legal Affairs department, the complaints coordinator will notify the manager.
- 2) The manager will contact the complainant by phone as soon as possible and in any event within five working days of receipt of the complaint by the Netherlands Enterprise Agency with the aim of resolving the complaint informally.
- 3) If the informal handling of the complaint has not led to a resolution satisfactory to the complainant, the complaint will be forwarded to the director by the complaints coordinator for formal handling.

#### Article 7

- 1) The general director will decide on the complaint in case of
  - a. politically and/or media-sensitive complaints;
  - b. a complaint regarding a director;
  - c. a complaint involving multiple directorates;
  - d. a complaint by a staff member of the Netherlands Enterprise Agency.
- 2) The director will decide on the complaint in case of
  - a. a complaint involving multiple departments within his directorate;
  - b. a complaint concerning conduct by a member of the Legal Affairs department.
- 3) In all other cases the department manager will decide on the complaint.