

Complaints procedure

We make every effort to provide you as a customer with the best possible care. However, you may nevertheless meet with an issue regarding our services. We appreciate your express of your dissatisfaction to us, to rectify the cause of your dissatisfaction. In order to provide a better understanding of the complaints handling process, we have set up a complaints procedure. The process of handling complaints is explained item by item below.

Scope of application

This complaints procedure applies to Active Health Foundation.

Terms

General definitions:

- Contact person: an Active Health Foundation board member/employee who is the coordinator between the complainant and the complaint handler.
- Complaint handler: the Active Health Foundation member/employee responsible for handling the complaint.
- Complaints procedure: this procedure for handling complaints, which can be referred to as 'Active Health Foundation Complaints Procedure'.
- Customer: the person or body that has a relationship with the Active Health Foundation.
- Complainant: the Relationship who contacts the Active Health Foundation in writing to express dissatisfaction with the actions of the organization and / or its employees.

Right of complaint

Everybody has the right to file a complaint about the conduct of Active Health Foundation, or organisation or person working under the responsibility of Active Health Foundation, and the complaint let be handled as indicated in this procedure.

Purposes

The purposes of this complaints procedure are:

- Accurate registration and handling of complaints.
- Eliminating causes.
- Taking appropriate measures to prevent recurrence.

Definition of a complaint

A complaint is any formal expression of dissatisfaction with the actions of Active Health Foundation or one of its members/employees or third parties who have performed work for us on our behalf. General complaints relate to the entire organisation; these complaints cannot be traced back to an action of an employee. When the complainant might be disappointed regarding his/her expectations, dissatisfaction and a complaint often arise. Usually, we resolve a complaint immediately. This complaints procedure aims at the handling of submitted complaints in accordance with the method described under 'Filing a complaint'.

Filling a complaint

A complaint must be submitted in writing, by e-mail or letter, and addressed to the managing board of Active Health Foundation. If desired, an Active Health Foundation board member/employee will help you with the wording of your complaint. A notice of complaint must be legibly written in Dutch, signed by the complainant, including the following;

- the name, address and contact details of the complainant.
- the date.
- a description of the conduct which is the subject of the complaint.

Allocation of responsibility

Complaints are handled under the responsibility of the Active Health Foundation managing board. The latter may use the advice of other employees, or employees and experts acting on behalf of Active Health Foundation.

Administrative registration

The recipient of the complaint at Active Health Foundation ensures registration of the complaint in Active Health Foundation's complaints register. The complainant will be informed by Active Health Foundation of the receipt of the complaint within 10 working days. The following items must also be included in the register:

1. Concise description of the complaint.
2. The period in which the handling of the complaint is expected to be completed.
3. The contact person whom the complainant can turn to if he so wishes.
4. The name of the complaint handler.

Hearing the complainant and the person who is the subject of the complaint

The follow-up process:

1. If a complaint is directed against the conduct of an Active Health Foundation employee, the complaint will never be handled by this employee. The complaint handler is always a board member and in any case someone from Active Health Foundation, who is sufficiently disassociated from what happened. The complaint handler will make an objective assessment and will at all times hear both parties. The employee in question will immediately be personally informed about the complaint.
2. A hearing will be organised in two situations: (a) if the complainant wishes so. If the complainant is an employee, this must be requested in writing. Or (b) if, in the opinion of the responsible managing board, the complaint requires further explanation by the complainant. The managing board will give the complainant and the person to whose conduct the complaint relates the opportunity to be heard. The place and time of the hearing will be determined by the managing board.
3. Both the complainant and person to whose conduct the complaint relates, have the right to inspect all relevant documents relating to the complaint. Location and time of documents available for inspection will be determined by the managing board. Upon request, both the complainant and person to whose conduct the complaint is related can obtain copies of these documents free of charge.
4. The complainant and person whose conduct is being complained about may bring witnesses and experts at their own expense.
5. A report is made of the hearing, which is sent by the managing board to the complainant and to the person to whose conduct the complaint is related.



Handling

Complaint handling:

1. The decision will be communicated in writing to the complainant and - if applicable - the Active Health Foundation member/employee who is subject of the complaint. If resolved promptly, with satisfaction of the complainant, filing the complaint and its content will suffice.
2. The decision on the complaint contains:
 - A representation of the complaint.
 - A representation of the facts regarded by Active Health Foundation.
 - A reasoned point of view regarding the complaint.
 - An assessment of the complaint.
3. The assessment implies the complaint is found to be valid or not valid or the complaint is not being dealt with.
4. If a complaint is declared valid, the complaint handler will, if a full or partial remedy of the complaint is possible, take action and evaluate the handling of this action. The agreement between the complaint handler and complainant regarding measure(s) to be taken will be recorded in writing.
5. In case the complaint will be rejected may arise if:
 - a) It is unequivocally established that not Active Health Foundation - or organisation or person working under the responsibility of Active Health Foundation - yet a third party is subject of the complaint.
 - b) The complaint relates to conduct being dealt with, in accordance with the Active Health Foundation complaints procedure.
 - c) The complaint relates to conduct that took place more than one year before the complaint was lodged.
 - d) The complaint concerns conduct which, by instituting proceedings, is or has been subject to the judgment of a court other than an administrative court.
 - e) The conduct forms part of the investigation or prosecution of an offence and is the subject of an investigation ordered by the public prosecutor or a prosecution in progress.
 - f) The complaint does not contain elements such as mentioned in the article 'Filing a complaint', whereby the complainant has had a reasonable period of time to supplement the notice of complaint.

Time-limits

After the complainant has been informed about the complaint, a term of 6 weeks is set for a response regarding the complaint. If the response cannot be completed within 6 weeks or fewer, the complainant will be informed about the statement for postponement. The letter of postponement will state a new period of handling which does not exceed the total handling period of ten weeks.

N.B. Postponement can be given only once. When a complaint has been rejected (see paragraph 'Handling') the complainant must be informed in writing within 4 weeks. No further postponement is possible regarding a decision.

Accountability information

The outcome of complaints and their handling are registered within Active Health Foundation in accordance with the General Data Processing Regulation. For quality improvement the managing board of Active Health Foundation keeps a record of submitted complaint reports including an



overview of complaints and their main cause, the performance of its employees and any preventive measures to be taken.

Retention periods

We will not retain personal data for longer than is necessary. We refer to our privacy regulations for the retention period of complaints and their handling. Our privacy regulations can be found on our website.

Amendments to this complaints procedure

All rights are reserved to amend this complaints procedure. All changes will be announced on our website. We therefore advise you to consult our website regularly to be informed about any changes.

The original document is written in Dutch and translated into English. While intended both versions to be identical, discrepancies might appear. In any case, the Dutch version will dominate.

Our contact details

For all your questions and comments about these complaints regulations, please contact your regular contact person or contact us by phone or e-mail via:

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