

# Complaint Procedure



VluchtelingenWerk is committed to treating all of its clients, employees and associates with care. Nevertheless, aid work involves a human element, and mistakes may be made. The foundation has implemented a complaint procedure to rectify such errors. This flyer explains how and where you can file a complaint, and how it will be handled.

## Who can file a complaint?

Anyone who has been in contact with us recently can file a complaint. The foundation's employees can also file complaints.

## What can you file a complaint about?

You can file a complaint about any matter concerning the foundation and its employees (professionals, volunteers and trainees), e.g., a decision or an employee's conduct towards you. The event that led to the complaint must have occurred less than one year ago.

## Who should you turn to with your complaint?

If you do not agree with the behaviour of one of the foundation's employees towards you, or if you do not agree with a decision or action, you should first discuss the matter with the relevant employee. If you are dissatisfied with the outcome of that discussion,



you can use the complaint form\* to escalate the problem to the employee's supervisor and finally to the director. If this also fails to resolve the issue, you may report the problem to the Complaints Committee.

## The procedure involves the following steps:

### 1. Discuss your complaint with the relevant employee

>If this does not solve the problem:

### 2. Submit your complaint to the manager of the employee in question using the complaint form\*

>If this does not solve the problem:

### 3. Submit your complaint to the director

>If this does not solve the problem:

### 4. File your complaint with the Complaints Committee

*The complaints officer can provide free assistance in putting your complaint in writing.*

## How will your complaint be handled?

When handling complaints, both sides of the case are heard.

## Further Information

The complaints officer's contact details can be found on our website along with information and advice on the complaint regulations and procedure:

[www.vluchtelingenwerk.nl](http://www.vluchtelingenwerk.nl)

## Contact

To contact the complaints officer or Complaints Committee,

### please send a letter to:

VluchtelingenWerk Nederland  
Attn: complaints officer PO  
Box 2894  
1000 CW Amsterdam

### or send an email to:

klachten@vluchtelingenwerk.nl

Instead of filing a complaint, you may also submit a protest.

\* The complaint form is available at all VluchtelingenWerk facilities, on the website and from the complaints officer.



**VluchtelingenWerk  
Nederland**

