

# 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](mailto: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**