

ALG.11 | Complaints procedure

This procedure describes the method for handling complaints addressed to the DOEN Foundation.

I GENERAL

1. Objectives

The DOEN Foundation (hereafter referred to as DOEN) takes responsibility for responding seriously to complaints from organisations either already funded or to be funded by DOEN and from private individuals who have dealings with DOEN in any way. Complaints will be investigated on behalf of the Executive Board. In the remainder of this section, we will use the term 'complainant'.

The following objectives apply to the complaints protocol:

- settling complaints in a predetermined, unequivocal way by the employees involved;
- providing the complainant with insight into the procedure;
- providing management with insight into the total number, type and seriousness of complaints.

2. Definition of a complaint

A complaint is an expression of dissatisfaction with a service rendered, a person or a product. A complaint contains important information from and about the complainant:

- the complainant has been motivated to inform DOEN of something;
- the complainant has taken the trouble to write, call or e-mail;
- the complainant trusts DOEN to do something with the information;
- the complainant knows something that DOEN does not (yet) know; something has gone wrong.

3. How a complaint is made

A complaint is made by letter, telephone or e-mail.

Addresses for complaints::	telephone	020-57 37 333
	email	info@doen.nl stating "Complaint"
	written	The DOEN Foundation PO Box 75621 1070 AP AMSTERDAM

Anonymous complaints will not be processed.

4. Information for complainants about protocol

Complainants can request information about how DOEN settles complaints.

II INTERNAL PROCEDURE

1. Registering a complaint

Each complaint is recorded in writing on a complaint form (see annex).

It is important that the complaint is registered adequately. This applies to both the content of the complaint and the tone of the complaint (e.g., angry/disgusted/disappointed/aggressive).

Finally, the form is included in the "complaint procedure" section of the database. This complaints database is managed by the office assistant.

The following information is noted:

- date of receipt of complaint;
- initials of the employee concerned;
- name, address and telephone number (if possible);
- type of complainant: organisation, private individual, other;
- indicate the type of complaint;
- summary of complaint;
- description of action by DOEN that is promised to the complainant.

2. Processing a complaint

The receipt of a complaint will be confirmed in writing to the complainant.

Complaint relating to general policy:

- DOEN's positions on its policy are formulated by the communications manager and agreed with the Executive Board;
- all complaints will be answered as soon as possible, but within 21 days at the latest;
- the tone of response is personal and polite;
- all complaints will be registered;
- the communications manager is responsible for the coordination, implementation and settlement of the complaints procedure.

Complaints relating to the approval or rejection or processing of a project:

- DOEN's positions on the project and programme organisation are formulated by the programme manager and agreed with the Executive Board;
- all complaints will be answered as soon as possible, but within 21 days at the latest;
- the tone of response is personal and polite;
- all complaints will be registered;
- the programme manager is responsible for the coordination, implementation and settlement of the complaints procedure.

The office assistant ensures that the complaints are recorded in the complaints database.

The Executive Board is always notified of a complaint, its analysis and its settlement.

If the complaint cannot be dealt with adequately immediately, the complainant will be informed as soon as possible of the expected procedure and the time frame for settling the complaint.

3. Appeals and Complaints Committee

If the complainant is dissatisfied with the settlement, he/she may lodge a written appeal with the Executive Board within three weeks of receiving the answer.

If the Executive Board is of the opinion that the complaint was handled correctly, it will notify the complainant accordingly. If the Executive Board is of the opinion that the settlement was partly or entirely unsubstantiated and/or incorrect, it will notify the complainant accordingly.

If the complainant is of the opinion that the Executive Board has not settled the complaint correctly, the DOEN Foundation's Complaints Committee can be called in.

This consists of two members of the DOEN Foundation's Supervisory Board and, if necessary, an independent expert to be appointed by them. The Complaints Committee will determine whether a complaint is well-founded or not. The Complaints Committee will inform the complainant and DOEN of any follow-up steps to be taken. The decision of the Complaints Committee is a final verdict against which no further appeal is possible.



Annex COMPLAINT FORM

Date

Recipient

Personal information

Organisation/Private Individual/Other M F

If assigned, project number

Name

Street

Postcode City

Telephone E-mail

How complaint was received

- written
- by telephone/orally
- e-mail

Complaint concerns:

- general policy
- project application
- other, i.e.

Description (attach letter/e-mail):

Settlement of complaint (attach letter/e-mail)

- written
- e-mail
- by telephone (attach conversation notes)

Handled by:

Employee

Involved at DOEN

Date