

april 1, 2019

The Complaint and appeal procedure of Noordbeek

Raising a complaint

Noordbeek B.V. and Noordbeek Certification B.V. (hereafter: Noordbeek) have arranged the procedure described in this document for receiving and handling of official complaints.

A person can file a complaint when he or she believes:

- ◆ that they have been damaged or hurt by actions, statements or omissions by Noordbeek or its employees;
- ◆ that a technical expression, such as a certificate provided by Noordbeek or a report compiled by Noordbeek, is not correct;
- ◆ that Noordbeek's performance in investigations or provision of education, courses or training was not as expected.

To file a complaint, the complaint form on the website can be completed, which is then sent to the Noordbeek's office manager.

A copy of this form is sent to the complainant via the email address provided. A confirmation will also be sent within five working days.

Complaint acceptance

Complaints can be sent through various channels. The complainant can approach an employee of Noordbeek during the execution of an assignment or can contact Noordbeek directly.

The person receiving the complaint fills in the complaint form based on the information received. The complaint is classified by the office manager or management as a criticism or as an official complaint, depending on the seriousness of the situation.

Criticism

In the event a complaint is regarded as a criticism, it is attempted to come to an informal agreement with the complainant, after which the criticism is completed.

If this fails, the criticism can be converted to an official complaint.

Official complaint

With an official complaint, the office manager creates a complaint file, in which all relevant information is stored. Based on this file, a solution is proposed. The complaints procedure is completed if the complainant agrees with the proposed solution.

It may happen that a proposed solution does not meet the wishes of the complainant. In such a situation the complaint is escalated to management, where a complaint handler is assigned.

All communication with the complainant is recorded in the complaint file. The information gathered during the complaints procedure is treated as confidential and used for handling the complaint or any subsequent legal proceedings.



Appeal procedure

A complainant can start an appeal procedure by contacting the independent third party, the office manager or the director. Noordbeek will validate the case, confirm it and provide the complaint with updates during the process. When the appeal procedure has come to an end, the complainant will be informed.

Handling of complaints

The purpose of the complaints procedure is to find a solution that is acceptable to both parties.

The complaint handler ascertains the cause of the complaint and will look for a possible solution. A solution is proposed to the complainant, who may agree to or reject it.

If the complainant agrees to a solution that relates to the improvement of processes and procedures, the solution will be implemented structurally and also be included in the Noordbeek Personnel and Quality Manuals. Then, the workability of the new processes and procedures is tested. The complaint is completed when the new processes and procedures are in operation. After that, the complaint file is closed.

If the complainant does not agree with the proposed solution or if the solution does not appear workable, an escalation of the complaint to the management follows. Management may decide to propose another solution or engage an independent third party that provides a binding judgment.

Maximum period

If the complaint handling is still going on after three months, a decision must be taken. It is up to management to consider a judicial process, settle, reject the complaint or decide in favor of the complainant.

Disclosure

All information about the handling of a formal complaint is included in the complaint file, which is treated as confidential and shall be kept for at least ten years.

The complainant shall, where possible, be kept informed of the progress of the handling.

If anyone wants to view the complaints procedure, it can be obtained from the office manager

Independent third party

If a dispute between Noordbeek and a complainant does not lead to a solution, Noordbeek can engage an independent third party. This is Mr. J.C. Boer RE RA CISM, reachable via han@hanboer.nl.

Contact

If you have further questions, please contact

The office manager
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Or visit our website www.noordbeek.com