



## Complaints regulations

(September 24, 2019)

### Article 1. Definitions

1. Re-integratieSupport: a sole proprietorship under Dutch law which aims:
  - to reintegrate employees and beneficiaries, regardless of nature and origin, in employment in the broadest sense of the word;
  - to provide tailored advice to contractors and candidates regarding reintegration procedures, rights and obligations within the framework of the Eligibility for Permanent Incapacity Benefit (Restrictions) Act (in Dutch: Wet Verbetering Poortwachter).
2. Complaint: a problem experienced and reported by the complainant in person during the purchase or use of services of Re-integratieSupport with regard to acts or omissions, behaviors and/or comments towards the complainant by an employee of Re-integratieSupport or by third parties as far as those third parties have performed services commissioned by Re-integratieSupport on behalf of a contractor and/or candidate of Re-integratieSupport.
3. Complainant: the person who has submitted the complaint according to which he/she in his/her judgment has been affected in his/her interests directly and in a detrimental way.
4. Person(s) concerned: the person, persons or organization the complaint is directed against.
5. Event: actions, omissions, behaviors and/or comments to which the complaint relates.
6. Contractor: the natural person or legal entity with whom/which Re-integratieSupport has concluded a contract agreement within the framework of the activities mentioned in Article 1, paragraph 1.

### Article 2. Registering a complaint

1. A complaint must be registered in writing by post or by e-mail (as an attachment).  
By post:  
Re-integratieSupport  
Posthoornseweg 5-213  
5062 SZ Oisterwijk  
  
By e-mail:  
[info@re-integratiesupport.nl](mailto:info@re-integratiesupport.nl)
2. A written complaint must be signed by the complainant.

### Article 3. Contents of a complaint

1. The following must be included in the complaint:
  - name, address, residence, phone number and e-mail address of the complainant;
  - the date on which or the period within the event the complaint relates to occurred;
  - the name of the person(s) concerned;
  - which event is the subject of the complaint;
  - why the complaint is being registered;
  - the signature of the complainant.
2. The following types of complaints cannot be taken into consideration:
  - complaints relating to the results of a study or test conducted by third parties;
  - anonymous complaints (these will, however, serve as points for improvement, provided they have been registered in writing);
  - complaints relating to an event which occurred over one year prior to the date of registering the complaint;
  - complaints comprising a claim for damages and/or requests to make a statement regarding the establishment of financial liability;
  - complaints relating to an event for which a complaint was registered earlier which was dealt with in accordance with these regulations.

### Article 4. Acknowledgement of receipt

1. As soon as possible but no later than two weeks after receipt of the complaint, Re-integratieSupport will send an acknowledgement of receipt to the complainant, unless a complaint was registered anonymously. The acknowledgement of receipt will state:
  - the date of receipt of the complaint;
  - whether the complaint can be taken into consideration or not, in agreement with article 3, paragraph 2 of these regulations;
  - whether any additional information is needed;
  - a proposal for a meeting if Re-integratieSupport deems this necessary and/or the complainant asked for this;
  - the period within which Re-integratieSupport expects to be able to communicate its conclusion.

### Article 5. Handling of the complaint

1. Re-integratieSupport will handle each complaint adequately.
2. If Re-integratieSupport deems this necessary, it will obtain (legal) advice or avail itself of legal counsel.
3. If the complaint relates to a person concerned who was hired as a third party, that person will be consulted.
4. Re-integratieSupport aims to conclude the complaint procedure within 4 weeks. If it turns out the complaint's processing time needs to be extended, the complainant will be informed of this fact immediately.

5. A complaint can be declared well-founded or dismissed as unfounded. The underpinning of the conclusion will be documented in writing.
6. If a complaint is declared well-founded, Re-integratieSupport will determine appropriate measures.
7. Re-integratieSupport will inform the complainant in writing of its reasoned conclusion as well as any measures which may have been or will be taken based on the findings.

#### Article 6. Other provisions

1. For contractors articles 12, 13 and 16 of our General Conditions apply as well. The General Conditions are only available in Dutch and published on the website ([www.re-integratiesupport.nl/](http://www.re-integratiesupport.nl/)).
2. To each candidate guided by Re-integratieSupport within the framework of a contract agreement will the complaints regulations as published on the website ([www.re-integratiesupport.nl/](http://www.re-integratiesupport.nl/)) be pointed out during the intake.
3. Re-integratieSupport will ensure registration of the number and nature of registered complaints as well as the measures taken based on the registered complaints.
4. If the complainant is not the contractor, the contractor will be briefed on any of such complaints registered within the framework of the contract agreement.

These regulations come into effect as of September 24, 2019.