

COMPLAINTS HANDLING PROCEDURE ACCORDING TO THE GENERAL ADMINISTRATIVE LAW ACT

1. Purpose

The handling of complaints as a result of which the General Administrative Law Act (Awb), Chapter 9, is complied with.

2. Scope

Complaints that are not objections and appeals as intended in chapters 6 and 7 of the General Administrative Law Act (Awb).

3. Reference documents

General Administrative Law Act (Awb) & Annex 17 Field of Activity specific schedule for product certificate
Periodic inspection cranes.

4. Complaints' procedure

Complaints are dealt with in the system of corrective measures.

Complaint refers to: any expression of dissatisfaction.

A complaint will not result in discriminatory measures against the party submitting the complaint.

A valid complaint about a certificate holder is forwarded by CERTIFER HHC/DRS B.V. to the certificate holder concerned within two weeks.

Complaints are treated in a confidential manner.

Chapter 9 "Complaints handling" of the General Administrative Law Act (Awb) gives everyone the right to submit a complaint with CERTIFER HHC/DRS B.V. about the manner in which it is treated by CERTIFER HHC/DRS B.V., or by an employee of CERTIFER HHC/DRS B.V. In connection with a careful complaints handling, CERTIFER HHC/DRS B.V. acts in accordance with the following provisions of the Awb. The Managing Director of CERTIFER HHC/DRS B.V. is responsible for this.

Article 9.1 Awb

- Everyone is entitled to submit a complaint with CERTIFER HHC/DRS B.V. about the manner in which CERTIFER HHC/DRS B.V. has behaved in a certain circumstance towards him/her or another party
- Behaviour of a person who is employed under the responsibility of CERTIFER HHC/DRS B.V. is regarded as behaviour of CERTIFER HHC/DRS B.V.

Article 9.2 Awb

CERTIFER HHC/DRS B.V. ensures that verbal and written complaints about its behaviours and about behaviours of subcontractors working under its responsibility are handled appropriately.

Article 9.4 Awb

- If a written complaint relates to behaviour towards the complainant and meets the requirements of the second paragraph, articles 9.5 through 9.12 apply.
- The notice of complaint is signed and contains at least:
 - a. the name and address of the submitter;
 - b. the signature;
 - c. a description of the behaviour against which the complaint is made.
- Article 6.5, third paragraph, applies accordingly.

Article 9.6 Awb

CERTIFER HHC/DRS B.V. confirms receipt of the notice of complaint in writing, even if the complainant has only submitted the complaint verbally.

Article 9.7 Awb

- The complaint is handled by a person who has not been involved in the behaviour that the complaint relates to.
- The first paragraph does not apply if the complaint relates to behaviour of CERTIFER HHC/DRS B.V. and/or the management thereof.

Article 9.9 Awb

A copy of the notice of complaint, as well as the accompanying documents are sent to the party to whose behaviour the complaint relates to.

Article 9.10 Awb

- CERTIFER HHC/DRS B.V. gives the complainant and the party to whose behaviour the complaint relates to the opportunity to be heard.
- Hearing the complainant may be foregone if the complaint is obviously unfounded and/or if the complainant has stated not wanting to utilise the right to be heard.
- A report is made of the hearing.

Article 9.11 Awb

- CERTIFER HHC/DRS B.V. handles the complaint within six weeks, or, if section 9.3 applies, within ten weeks upon receipt of the notice of complaint.
- CERTIFER HHC/DRS B.V. can postpone the complaints handling by maximum four weeks. The complainant and the party whose behaviour the complaint relates to are notified in writing about the postponement.

Article 9.12 Awb

- CERTIFER HHC/DRS B.V. notifies the complainant in writing and a substantiated manner about the findings of the investigation into the complaint, as well as any conclusions associated with it.
- If, subsequently, a complaint can be submitted to a person or board assigned to handle complaints about the administrative body, this will be reported in the notification.

Clarification:

In relation to the compliance with article 9.12, second paragraph, CERTIFER HHC/DRS B.V. will point out to the complainant that he can contact the National Ombudsman if he/she is dissatisfied with the complaints handling.

CERTIFER HHC/DRS B.V., the certificate holder and submitter of the complaint determine together whether, and if so, to what extent the subject of the complaint and the solution thereof must be made public.

Article 9.12a

CERTIFER HHC/DRS B.V. ensures the registration of the written complaints it has received.