

November 5, 2021

The Complaint and Appeal Procedure of Noordbeek

Raising a complaint or appeal

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

A person can file a complaint or appeal 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, certifications or provision of education, courses or training was not as expected.

A complaint can also be submitted against a customer certified by Noordbeek.

To file a complaint or appeal, the complaint and appeal 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 complaint is accepted by the office manager of Noordbeek or the director as an official complaint. If the complaint is related to a customer, this customer is informed.

Complaint

With a complaint, the office manager creates a complaint file, in which all relevant information is stored. Based on this file, a solution is proposed. The 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. If the appeal is related to a customer, this customer is informed.

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 and appeal 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 complaint or appeal is included in the complaint or appeal 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 and appeal 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
Dennis Oosterwijk, telephone 071-3416911
dennis@noordbeek.com

The director
Ronald Paans mobile 06 215 815 50
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Or visit our website www.noordbeek.com