

## **Kop of Munt Complaints Procedure**

### **Introduction**

It is important to Kop of Munt that our clients are satisfied. For that reason we work continuously on the quality of the services we provide. But wherever work takes place, it can lead to errors and misunderstandings. If you are unhappy with our service, with one of our employees or any other aspect of our organisation, we expressly invite you to let us know as soon as possible. We take your comments extremely seriously and together with you we will look for an appropriate solution.

### **Resolving complaints on the phone**

Complaints are often best resolved during a proper conversation (on the phone or in person). We would therefore ask you to contact us initially by phone to discuss the problem or to arrange a meeting. If the complaint concerns a particular person, it is preferable for you to attempt to resolve it with that person in the first instance. If this is not possible or there are reasons why you do not want to, you can also contact one of the directors, Kees Leijs or Marco Albers.

### **Formal written complaints procedure**

If a conversation does not resolve your problem or you feel the complaint does not lend itself to a conversation, you can submit a formal complaint in writing. This can be done via the email address listed on our website (kopofmunt.com): [info@kopofmunt.com](mailto:info@kopofmunt.com). Alternatively, you may also choose to communicate the complaint to one of our members of staff over the phone. In that case you should explicitly state that you want the complaint to be dealt with via the official complaints procedure. The member of staff will then complete the complaint form during the phone call and you will receive two copies of it. We ask you to sign and return one copy.

### **Course of procedure**

This is what will then happen: Kees or Marco will handle your complaint as soon as possible and consult with you and the other parties involved to arrive at a satisfactory resolution. If one of them does not manage to respond in a substantive manner within a few days, your complaint will at least be acknowledged by them within a short period. In most cases, they will also get in touch with you to discuss further steps. You may also be asked for further clarification or more information. It is our intention in every case to settle your complaint within three weeks. If we are unable to manage this, you will be notified of the reason for that and further informed of the progress of the procedure. Once the procedure has been completed, you will of course receive written confirmation of its outcome.

### **Other aspects of the complaints procedure**

In connection with professional regulations, all aspects of the settlement of your complaint will also be recorded. The information will of course be handled with due care and in confidence. Certain situations may mean it is necessary to obtain external advice from professional independent bodies. When you submit your formal complaint, you therefore give permission for (copies of) relevant documents to be made available to any professionals. It is customary for us to request that they sign to confirm maintenance of confidentiality. In conclusion: we greatly appreciate it if you notify us of a complaint. It means that you are giving us a second chance. You can be assured that we include all well-founded complaints in the assessment of our organisation and do our very best to implement measures to minimise a repetition of the issue in question. We hope to enjoy a good continued relationship and cooperation with you.

The directors of Kop of Munt

\* Within Kop of Munt, Kees Leijs and Marco Albers have been designated as responsible for the organisation's quality aspects and as such are also the first point of contact for dealing with complaints.

### **Kop of Munt Complaint Form**

If you have a complaint about Kop of Munt that you wish to make in writing, please use this form and send it marked for the attention of the management board (confidential). This can be done by email [tinfo@kopofmunt.com](mailto:tinfo@kopofmunt.com) or via the postal address: Singel 250, 1016AB, Amsterdam.

For a description of how your complaint will be dealt with, please refer to our complaints procedure.

Name of client (organisation):

---

Name (personal):

---

Address:

---

Postcode/place:

---

Telephone number:

---

Email address:

---

In order that your complaint can be dealt with promptly and carefully, we ask you to describe your complaint as specifically as possible: what is the nature and scope of the issue, what and/or who does it concern? How long has it been going on; has it occurred once or several times?

Description of complaint(s)

If relevant: if you already have an idea about a possible resolution or the kind of response you want from us: What would that be?

Desired resolution/response:

Have you already been in telephone contact about the complaint, and if so with whom, and what was the result?

Date: \_\_\_\_\_

Signature: