

Complaints Procedure NNV

Handling of the complaint

If you submit a complaint, we will confirm receipt as soon as possible and no later than within 5 working days, and indicate whether the complaint can be taken into consideration. A complaint is only admissible if you, as the complainant, have a legitimate interest in the handling of the complaint and can substantiate this interest.

The acknowledgment of receipt will state when the complaint was received, a brief description of its content, how the complaint will be investigated, and within what timeframe follow-up contact will take place. The NNV aims to resolve a complaint within four weeks.

If more time is required to conduct an investigation, we will inform you and provide an indication of when we expect to give a final decision.

A file will be created for each complaint, containing the complaint, the persons involved, and all correspondence.

Confidentiality and right of reply

All complaints and related information will be treated confidentially. If a complaint concerns an employee, that employee will be informed and, in the context of hearing both sides, asked to respond to the complaint. This response will be recorded in writing, signed, and added to the file.

Decision and feedback

Once the management has gathered sufficient information, the complainant will be contacted. This will preferably take place in a personal meeting. If this is not desired, feedback will be provided in writing. This feedback will state what investigations were carried out, the management's decision, and any follow-up steps. It will also indicate that there is a possibility to appeal if the complainant disagrees with the management's decision.

Appeal

If you do not agree with the management's decision, you may lodge an appeal with an independent third party: Mr. Maaike Cretier of HR Juristen in Utrecht. Her contact details will be provided in the management's feedback. An appeal must be submitted in writing. The independent third party may invite the complainant for an oral explanation. The decision on appeal is binding for the NNV and will be recorded in the file. The NNV will handle any consequences within four weeks.

Further procedure and archiving

Once a complaint and any appeal have been concluded, the management will consider whether measures are needed to prevent recurrence. Each complaint file will be retained for at least 24 months.

The complainant always retains the right to bring the matter before a court.

This complaints procedure has been in force since 16 March 2026.