

Legal stuff

Terms of services

Complaint Policy – The Do Good Only Company BV

Article 1: Definitions

The Do Good Only Company BV: the company, registered at Eenrachtsplein 3 Unit 1B, 3015LA Rotterdam, the Netherlands which executes contracts aimed at reintegration of persons, registered in the Chamber of Commerce under number 72148837;

Management: body in charge of the management of the company The Do Good Only Company BV

Complainant: the complainant and/or their agent

Complaint: any expression of dissatisfaction with a conduct, action or omission by (an employee) of The Do Good Only Company BV

Article 2: Submission of Complaints

a. Everyone has the right to file a complaint in writing or orally to Femmy Evertse, office manager and complaint ambassador, about the way in which The Do Good Only Company BV has behaved towards him/her, written or oral.

b. A written complaint has been signed and shall contain at least:

- the name and address of the complainant or their agent;
- the daily drawing;
- a description of the behaviours against which the complaint is addressed.

c. At the request of the complainant, an oral complaint shall be written and classified as a written complaint.

d. If the complainant or the person whose conduct is complained about does not comply with The Do Good Only Company BV's request to appear, provide information, submit documents or otherwise cooperate with the investigation, The Do Good Only Company BV shall handle the complaint on the basis of available information.

e. The Do Good Only Company BV processes personal data of the complainant. Information about the handling of these personal data can be found in the privacy statement.

Article 3: Handling of the Complaint

1. The handling of the complaint shall be carried out by a person who has not been involved in the conduct to which the complaint relates.
2. The jurisdiction to deal with the complaint lies with the management of The Do Good Only Company BV.
3. As far as the complaint concerns (one of the) members of the Executive Board, the management, excluding the executive board member of The Do Good Only Company BV, handles the complaint.
4. An oral complaint shall, if possible, be dealt with directly by the receiving employee.

Article 4: No Obligation to Deal With Complaints

1. The Do Good Only Company BV is not obliged to deal with a complaint if it does not meet the requirements set out in Article 2(2), provided that the complainant has had the opportunity to complete the complaint for a reasonable period of time.
2. The Do Good Only Company BV has no obligation to deal with a complaint if it concerns conduct:
 - which took place more than three months prior to the filing of the complaint
 - which has been subject to or has been subject to the judgment of a court other than the administrative court
3. The Do Good Only Company BV is not obliged to deal with the complaint if it is unequivocally established that not The Do Good Only Company BV and/or its employee(s) but a third party is the subject of complaint, unless third parties have been engaged for the purposes of the project by The Do Good Only Company BV.
4. The complainant shall be informed in writing as soon as possible, but not later than four weeks after receipt.
5. Once The Do Good Only Company BV has responded to the complainant's satisfaction with the complaint, the obligation to continue to apply these regulations will be voided

Article 5: Acknowledgement of Receipt

1. Within 5 days of receipt of the complaint, an acknowledgement of receipt shall be sent to the complainant.
2. The acknowledgement of receipt shall include at least a description of the procedure and the foreseeable duration of treatment of the complaint.
3. The person to whose conduct the complaint relates shall receive a copy of the complaint, of the acknowledgement of receipt and of the documents relating thereto to it.

Article 6: Hearing the Complaint and the Accused

1. The Do Good Only Company BV allows the complainant and the person whose conduct relates the complaint to be heard. The location and time of the hearing will be determined by The Do Good Only Company BV, if necessary by telephone.
2. The complainant's hearing may be waived if he has stated that he does not wish to use the right to be heard.

3. A report is made of hearing.
4. To avoid bias, The Do Good Only Company BV will, if necessary, engage a mediator.
5. The complainant and the person whose conduct is complained about may bring in witnesses and experts on their own account.
6. Upon completion of the investigation, further investigation may take place if, after the views have been set out, facts and circumstances become known which may be of significant importance for the opinion of the complaint. Both the complainant and the person to whose conduct the complaint relates will be informed.

Article 7: Period of Handling

1. The Do Good Only Company BV handles a complaint within 4 weeks of receiving the complaint.
2. The Do Good Only Company BV may adjourn the handling for at least 4 weeks due to special circumstances.
3. The adjournment shall be notified in writing to the complainant and to the person to whose conduct the complaint relates.
4. The notice of adjournment shall state the reason for the adjournment and the new period within which the handling of the complaint is expected to take place.

Article 8: Findings and Conclusions

1. The Do Good Only Company BV shall inform the complainant in writing and reasoned of the findings of the investigation into the complaint and any conclusions attached to it.
2. In this written notification, The Do Good Only Company BV reminds the complainant of the possibility of making a complaint to competent authorities.
3. The Do Good Only Company BV takes care of recording the written complaints received, the findings and the conclusions of the investigation.

4. The Do Good Only Company BV reports annually on the number and nature of the complaints as well as on the measures taken in the context of the complaint handling.