

## Internal complaints procedure

It could be that you have a complaint about us or our services; that's inconvenient. We will always try to solve the issue together with you. On this page we inform you about the way we deal with complaints.

### Definition

The term 'complaint' is defined as a formal expression of experienced dissatisfaction with a provided service or treatment of the complainant in contact with our company. In advance Most complaints can best be solved during a good conversation; we therefore ask you to contact us first for consultation by phone or personal consultation. If the complaint relates to a specific person, it is preferable that you first try to find a solution with the person him-/herself.

### Filing a complaint

If your complaint isn't solved with a call or isn't suitable for a personal conversation, please file the complaint formally (in writing) to the board of InterUM. You can file the complaint by phone, letter, e-mail or the contact form on our website. In case you submit your complaint via e-mail or contact form, there will always be a (small) chance that it doesn't reach us due to technical reasons. To exclude this possibility, please call our office to check whether your complaint actually came through. We can be reached by phone: +31(0)43-3882688, e-mail: bureau@interum.umholding.nl, contact form on [www.interum.eu](http://www.interum.eu) and by mail: Tongersestraat 22a, 6221 LN Maastricht.

### Terms

We will send you a confirmation of receipt of your complaint by e-mail and/or mail within one week after receipt. We will also indicate whether your complaint is classified as a simple or complex complaint. We aim to offer a substantive written response to a simple complaint within six weeks. The deadline for complex complaints can rise up to three months. That may seem long, but some complaints may require a lot of research. In the unlikely event that we may not be able to respond within the promised time, we will inform you about this at the latest two weeks before the expiry of the deadline.

### Approach

The board of InterUM will:

- Study the file to which the complaint relates and collect all relevant information;
- Obtain additional information from the complaint;
- Assess the file and additional information and view this in relation to the arguments of the complainant;
- Take a stand;
- Inform the complainant in writing and motivate the stand;
- Record the stand in the file.

### Solution

In (the unhoped-for) case you do not agree with our proposed solution, you are entitled to submit a written objection within one month after receiving our proposal. Based on your defences, the board of InterUM will reassess your complaint.

## Complaint file

You are entitled to access your complaint file. InterUM will show you the minimum required information included in the file upon your request.

This is:

- The name and address of the complainant;
- The filing date of the complaint;
- A description of the complaint;
- The approach of the complaint;
- The correspondence relating to the complaint;
- The status of the complaint (pending/completed).

Your complaint file will be saved until one year after the settlement of the complaint.