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Complaints Procedure 2018

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Arbobutler Complaints Procedure

Introduction

You can rest assured that, as a provider of working conditions services, we perform our tasks as well as possible. However, if you should have complaints regarding handling or our interaction with you, it is good to tell us – for yourself, for other clients and employees, and for the quality of the services we provide. If you have a complaint, this internal complaints procedure applies in the first instance. This means that a complaint is first handled in-house. As far as we are concerned, this starts with a useful conversation. It is worth the effort to enter into a discussion with the person you have a complaint about or, if you would prefer, with another colleague from Arbobutler. We are always willing to make time for this and to look for a solution together. If a personal conversation or mediation does not give you the desired result, you can make use of the following complaints procedure.

General

Lex de Jong is the officer handling complaints at Arbobutler. Lex can be reached at l.dejong@arbobutler.nl and/or 020-468 74 53. He is responsible for complaints registration, the complaints procedures and resolution. In the Arbobutler Complaints Procedure, complaints are documented in writing, both sides are heard and discussion takes place. After that, the person making the complaint and the person who is the subject of the complaint are informed of Arbobutler's standpoint and, if necessary, the next steps.

Exceptions

This complaints procedure is not intended for complaints regarding advice given by a company physician or a second opinion. You can directly contact your Arbobutler contact person with regard to that. For questions regarding an invoice, you can also contact your contact person.

Article 1

A complaint in the framework of this procedure is any expression of dissatisfaction by or on behalf of an interested party regarding the service provided by the occupational health and safety service in general, or regarding the acts or omissions of individual employees of the occupational health and safety service, which is not remedied after a simple clarification or immediate correction.

Article 2

The following definitions apply to this procedure:

Work day: a day that is not a Saturday or Sunday or a national holiday as recognised in the Dutch General Extension of Time Limits Act;

Week: a period of seven days starting on a work day and ending seven days later at 12.00 midnight;

Month: a period starting on a work day and ending on the same date of the subsequent calendar month at 12.00 midnight.

Article 3

The complainant can be assisted by one or more experts, and can designate these when filing and following the complaints procedure.

Article 4

Each verbal or written complaint will be registered by the recipient on a form designed for the purpose containing the origin, brief content, and date and method of receipt (written or verbal).

Article 5

The registered complaint is to be forwarded to the complaints officer on the day of receipt. This is the party responsible for complaints handling, unless they are the person who is the subject of the complaint. The complainant is to receive confirmation of receipt as soon as possible but no later than the fifth working day after the day of receipt, and the complainant is also to be informed of the further procedure.

Article 6

The officer investigates the complaint by gathering as many facts and circumstances regarding the complaint as possible. For this purpose, the officer can contact the complainant and ask for an explanation, as well as the complainant's co-workers or employer.

If the complainant or complaints officer so desire, verbal clarification is to take place at a meeting attended by the person handling the complaint as well as the employee who is the subject of the complaint. If one of the parties so desires, a second representative besides the person handling the complaint from Arbobutler can also attend this meeting. The officer will take notes of the meeting.

During the meeting, the complainant can be given a proposal for the resolution of the complaint. The complainant can respond immediately to this. If a satisfactory solution of the complaint is reached in the meeting, this is confirmed in writing at the end of the meeting.

Based on the findings and outcome of the meeting, if applicable, the complaint is evaluated and the officer subsequently makes a decision. The complainant is informed of this decision, providing reasons.

Article 7

No later than six weeks after receipt of the complaint, the complainant is to receive a written answer from the complaints officer stating the complaint and the proposed solution/measures to be taken. This will also state the period within which the proposed solution/measures to be taken are to occur. In the event this period is exceeded, a dispute arises. In that case, the complainant is to contact the dispute authority (refer to Article 8). The complainant is also informed of the procedure to be followed if they do not agree to the proposed handling of the complaint.

If the investigation into the complaint requires more time and the officer deems this necessary, the officer can take more time and issue an answer within ten weeks after receipt of the complaint.

Article 8

If the complainant does not agree with the handling of the complaint proposed in writing, the complaint becomes a dispute. The complainant can then initiate a disputes procedure within a month with the independent external dispute authority DOKh. This dispute authority is a dispute authority recognised by the Dutch Ministry of Health, Welfare and Sport. For more information on the procedure with the dispute authority, refer to: <https://www.dokh.nl/geschillen-en-klachtenregeling/>