



ProActief UvA bv Complaints Procedure January 2020

If you feel that the guidance provided by ProActief UvA bv gives you cause for complaint, you are requested to submit your complaint in writing, via e-mail or verbally to our office, marked for the attention of the management of ProActief UvA bv.

Your complaint will be dealt with using the following steps:

You provide a well-documented explanation of the nature of your complaint.

Within 5 working days the receipt of your complaint at our office will be confirmed in writing.

The person in question will be informed of the complaint by the management of ProActief UvA and will get in touch with you if required.

The management of ProActief and the person in question will consult together about possible solutions. Following this consultation the management of ProActief or the person in question will contact you to discuss a possible solution or solutions.

ProActief UvA undertakes to inform you as soon as possible, and in any case within 10 working days, about the results of the consultation concerning your complaint.

If the consultation concerning your complaint has led to a solution of the complaint in question, you will receive written confirmation of this solution.

If applicable, the management of ProActief will contact you at a later stage to discuss whether the solution produced the desired result.

This complaints procedure came into effect on 1 December 2008.

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