



## **ProActief UvA bv Complaints Procedure December 2008**

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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