

## **Complaints procedure Alan & Luca**

### **Introduction**

Alan & Luca values relationships and we therefore always work on the quality of our services. However, where work is done, mistakes can be made and misunderstandings can arise. If you are dissatisfied with one of our employees, with our services or with any aspect of our organization, we strongly invite you to let us know as soon as possible. We take your comments very seriously and we look for a suitable solution with you.

Resolve complaint over the phone

Complaints are often best resolved during a good conversation (by telephone or in person). We therefore request that you first contact us for a telephone consultation about the problem or to make an appointment. If the complaint concerns a specific person, it is preferable that you first try to come to a solution with that person.

If this is not possible or if you have reasons you don't want to do this, you can also contact our complaints committee ([klachten@alanluca.nl](mailto:klachten@alanluca.nl)). Please include your phone number and we will call you back within 1 business day.

### **Formal written complaints procedure**

If your problem has not been solved with a conversation or if you think the complaint does not lend itself to a conversation, you can formally submit the complaint in writing. This can be done via the complaint form. You can then send the completed form to ([klachten@alanluca.nl](mailto:klachten@alanluca.nl)).

You can also choose to pass on the complaint to one of our employees by telephone. State explicitly that you want the complaint to be handled through the official complaints procedure. The employee will then complete the complaint form during the telephone conversation. You will receive two copies of this. We request that you return one signed copy.

### **Procedure**

The procedure will then be as follows: the complaints committee will deal with your complaint as soon as possible and will consult with you and the other parties involved to come to a satisfactory solution. If he/she is unable to respond substantively within a few days, he/she will in any case confirm receipt of your complaint within a few days. In most cases, he/she will also contact you to discuss further steps. You may also be asked for further explanation or further information. The aim is to handle your complaint within three weeks in any case. If this takes longer than expected, you will be informed about the reason and also kept informed of the progress of the procedure. You will receive a written confirmation of the outcome of the procedure after completion.

### **Other aspects of the complaints procedure**

Partly in connection with professional regulations, all aspects of the handling of your complaint will be recorded. The information will be handled carefully and confidentially. In certain situations it may be necessary to seek external advice from independent professionals. By submitting your formal complaint, you will therefore be asked for permission to make (copies of) relevant documents available to any experts. As usual with us, we ask them to sign for confidentiality.

Finally: if you have a complaint please let us know, we appreciate it very much. After all, you are giving us a second chance. You can be assured that we include all valid complaints in the evaluation of our organization and do our best to take measures to minimize recurrence of the problem in question.

We hope for a good further relationship and cooperation.

The management of Alan & Luca

### Complaint form Alan & Luca

If you have a complaint about Alan & Luca that you wish to make known in writing, please use this form and send it to the attention of the Complaints Committee to PO Box 1224, 2280 CE Rijswijk or by e-mail to [klachten@alanluca.nl](mailto:klachten@alanluca.nl). For a description of the further course of the handling of your complaint, we refer to our complaints procedure.

Name cliënt (organisation):	
Name(personale):	
Address:	
Zip code:	
Phonenumber:	
Email-address:	

**For a quick and careful handling of your complaint, we ask you to describe your complaint as concretely as possible: what is the nature and scope of the problem, what and/or who does it concern? How long has it been playing? Has it happened one or more times?**

Description of complaint(s):
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**If relevant: if you already have an idea about a possible solution or the response you want from us: What would that be?**

Solution/reaction:
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Have you already had telephone contact about the complaint, and if so with whom, and what was the outcome?
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Date: ...../...../.....

Signature: .....