

## **Complaints procedure training courses NWP**

Considering it is desirable to have regulations that ensure proper handling of complaints in accordance with Chapter 9 of the Netherlands' General Administrative Law Act (Awb), the Netherlands Water Partnership (NWP) has decided to adopt the following complaints procedure.

## I. General terms

### Article 1. Complaints

1. Any person has the right to submit a complaint to NWP about the way in which NWP has behaved towards them or any other person during the performance of its duties.
2. An act of a person working under the responsibility of NWP shall be deemed to be an act of NWP.

### Article 2. Proper handling

NWP guarantees proper handling of all oral and written complaints about its conduct, with due regard for confidentiality.

### Article 3. Scope

This procedure applies to the handling of written complaints relating to conduct towards the complainant that meet the requirements set out in Article 5, first paragraph, a to d, of these regulations.

### Article 4. Oral/other complaints

1. In dealing with complaints submitted orally or by e-mail, or complaints concerning conduct towards a person other than the complainant, NWP will exercise due care.
2. NWP will inform a complainant who has submitted a verbal complaint or complaint by e-mail of the possibility of submitting a written complaint.

## II. Processing complaints

### Article 5. Submitting a complaint

The written complaint is undersigned and contains the following:

- a. the complainants name and address;
- b. the date;
- c. a description of the act or behaviour the complainant is submitting their complaint about.
- d. The letter of complaint is addressed to:  
Netherlands Water Partnership  
Bezuidenhoutseweg 2  
2508 EH Den Haag

### Article 6. Seizing the complaints process

1. At any stage of the complaints handling process, NWP may consider whether the complainant can be satisfied through informal handling of their complaint.
2. Once NWP has satisfied the complainant, its obligation to continue applying this procedure ceases.

### Article 7. Confirmation of receipt

NWP confirms receipt of the complaint in writing within 1 (one) week.

### Article 8. Complaints processing

1. NWP's Director is in charge of handling the complaint.
2. If the complaint concerns an act of the Director, the complaint is handled by NWP's Administrator/Accountant.

## **Article 9. No obligation to handle complaints**

1. NWP is not obligated to handle a complaint if this concerns an act:
  - a. about which a previous complaint was lodged and subsequently handled according to these regulations;
  - b. which took place more than 1 (one) year before the complaint was submitted;
  - c. which was subject to (administrative) appeal by or on behalf of the complainant;
  - d. which, through formal proceedings, is or has been subject to the judgment of a court other than an administrative court;
  - e. as long as an investigation into this act is underway by order of the public prosecutor or prosecution, or if the conduct is part of the investigation or prosecution of an offence and an investigation into this is underway by order of the public prosecutor or prosecution.
2. NWP is not obliged to deal with a complaint, if the interest of the complainant or the weight of the behaviour is obviously insufficient.
3. NWP provides a written and detailed explanation about the decision not to handle a complaint as soon as possible, but no later than 4 (four) weeks after receipt of the original complaint.

## **Article 10. Copy of the complaint to object**

The person whose behaviour the complaint is regarding to will receive a copy of the complaint as well as any and all accompanying documents or files.

## **Article 11. Examination**

1. The person handling the complaint offers both the complainant and the object of the complaint the opportunity to be heard.
2. Hearing the complainant may be skipped if the complaint is obviously unfounded, or if the complainant waives their right to be heard.
3. The examination is described in a written report.

## **Article 12. Time frame**

1. The complaint is dealt with within 6 (six) weeks of receipt.
2. Handling the complaint may be extended by 4 (four) weeks at the most. This extension is communicated in writing to the complainant as well as the object of the complaint.

## **Article 13. Conclusion**

1. NWP informs the complainant in writing of the findings of their investigation into the complaint and of any conclusions drawn.
2. In case the complainant finds the handling or the completion of their complaint lacking, they may appeal with an independent third party.
3. The complainant may submit their appeal to:  
Centrum voor Conflicthantering  
Marika Groenendijk  
Nieuwe Gracht 74  
2011 NJ Haarlem
4. At the moment of notification of the conclusion as described in this article, first paragraph, NWP informs the complainant of the possibility of filing a complaint with the National Ombudsman.
5. The provisions of this article, paragraph 1 and 2, also apply to the person against whose conduct the complaint is directed (the object of the complaint).
6. The verdict of the appeal body is binding; any consequences will be dealt with swiftly by NWP.

## **Article 14. Registration**

NWP ensures proper registration of any written complaints and will retain them for a period of 5 (five) years.