



COMPLAINT PROCEDURE NEWBEES

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INTRODUCTION

It can happen that participants and/or clients are not entirely satisfied with NewBees' services. In this context, clients refer to the parties we collaborate with, such as municipalities and employers. Of course, these concerns can always be discussed with the respective project manager/location coordinator to find a solution together. However, if this is not possible, there is the option to file an official complaint with NewBees.

This document will explain how this process operates and how we can handle complaints confidentially, as well as ways to prevent similar issues in the future.

WHAT IS A COMPLAINT?

As described in the introduction, participants/clients can always address their dissatisfaction with the coordinator of the respective NewBees location to find a resolution. If this proves unsuccessful, an official complaint can be filed.

An official complaint is a written notification by the participant/client expressing dissatisfaction regarding NewBees' results and/or services.

WHO ADDRESSES THE COMPLAINT?

The complaint will be handled by the Complaints Coordinator. The Complaints Coordinator will establish and maintain contact with the complainant and oversee the handling of the complaint. The Complaints Coordinator is never directly involved in the matter under complaint. If such involvement exists, the complaint will be taken up by the Deputy Complaints Coordinator.

The Complaints Coordinator and Deputy Complaints Coordinator are typically members of NewBees' management, unless they have direct involvement in the complaint. In such cases, a Deputy Complaints Coordinator will be appointed from the Board of the NewBees Foundation.

HOW DOES THE COMPLAINT SUBMISSION PROCESS WORK?

The complaints procedure follows the steps outlined below:

1. Receiving and Registering the Complaint:

The complaint can be sent to info@new-bees.org with the subject 'complaint'. Upon receipt, it will be forwarded to the Complaints Coordinator within 3 working days. If the complaint is not entirely clear and additional information is needed, the Complaints Coordinator will contact the complainant. During this process, the sender will verify if the Complaints Coordinator has understood the situation correctly.

2. Acknowledgment of Complaint Receipt:

Within two weeks, the Complaints Coordinator will send an acknowledgment of receipt to the complainant, which will include:

- A brief description of the complaint (including date, location, and specifics).
- How the complaint will be further addressed and the expected timeline for resolution.

3. Investigation:

The Complaints Coordinator initiates an investigation into the complaint. This involves presenting the received complaint to the relevant staff member(s) and summarizing and documenting their response. The outlined response is then shared with the concerned staff member(s) for their agreement. Subsequently, the Complaints Coordinator updates the involved staff member(s) on the further handling of the complaint.

4. Decision on Acceptance for Processing:

Based on the investigation, the Complaints Coordinator, in consultation with the NewBees board, decides whether the complaint is valid and will be processed. If the complaint will not be processed, the Complaints Coordinator will send a letter to the complainant within 4 weeks of receiving the complaint, explaining the decision and the reasons behind it. This explanation can also be provided in person if desired.

5. Settlement of the complaint:

Based on the severity of the complaint, the identifiable cause, and the responsibility, the Complaints Coordinator, in consultation with the board, formulates a proposal for the complainant. Within six weeks of receiving the complaint, the Complaints Coordinator presents an offer to the complainant. This six-week timeframe may be extended if there are demonstrable reasons for doing so, and if the complainant provides written consent for the extension.

If the complainant is not satisfied with the offered solution, the Complaints Coordinator may consider whether a new investigation and/or proposal to the complainant is advisable. In turn, the complainant may decide to file an appeal. See point 8 for details.

6. Prevention of Recurrence

The Complaints Coordinator assesses whether measures can be taken to prevent the recurrence of the circumstances that led to the complaint. They collaborate with the individual capable of implementing effective improvements and documents these enhancements in the Complaints Management report.

7. Evaluation + Reporting

Annually, the Complaints Coordinator and the board conduct an evaluation of all handled complaints. The findings from this evaluation are included in the Complaints Management report.

8. Appeal

When the complainant is dissatisfied with the handling/resolution of the submitted complaint, they have the following options:

- The complaint can be submitted to NewBees' client (if available/applicable).
- The complaint can be forwarded to the Arbitration Board for Integration from Blik op Werk.