



IKB KIP COMPLAINTS PROCEDURE

APPLICATIONS

Article 1

1. This procedure is applicable to complaints about conduct by the scheme manager during the performance of work within the framework of the IKB Kip certification scheme.
2. This procedure does not apply to:
 - A. Complaints about the Certifying Authorities appointed within the framework of the IKB Kip certification scheme;
 - B. Complaints about customers of Certifying Authorities;
 - C. Disputes to which the IKB Kip dispute resolution regulation applies.
3. The subjects referred to in the second paragraph under A and B can be reported on the website of the scheme manager.

DEFINITIONS

Article 2

1. This procedure is an annex to the General Terms and Conditions for IKB Kip (AV IKB Kip) and takes over the definitions and terminology from the AV IKB Kip.
2. In addition, the following definition is used:

Complaint: expression of dissatisfaction with the way in which the scheme manager or a person working under the responsibility of the scheme manager has behaved towards the complainant or another person in a particular matter.

FILING A COMPLAINT

Article 3

1. Complaints should be submitted to the IKB Kip secretariat using the complaint form:
PO Box 2703
3430 GC Nieuwegein
Or by email to info@ikbkip.nl
2. The complaint form is included as an annex to this procedure.
3. Only fully completed complaint forms will be processed. The complainant will receive receipt confirmation.

COMPLAINT HANDLING

Article 4

1. The complaint shall be handled on behalf of the scheme manager by a person other than the person who was involved in the event to which the complaint relates.
2. The complainant shall be given the opportunity to explain their complaint. The complainant is free to explain the complaint orally or in writing.



Annex 9 IKB Kip Complaints Procedure

Article 5

1. The target is to deal with the complaint within four weeks of receipt. The scheme manager can postpone the handling of the complaint by six weeks.
2. The complainant shall be informed in writing of the settlement of the complaint. The response shall reflect the findings of the investigation conducted by the scheme manager in response to the complaint and any conclusions drawn from it. The written notification of the settlement of the complaint shall be considered a decision of the scheme manager.
3. Scheme manager shall ensure registration of complaints submitted.

CONCLUDING PROVISIONS

Article 6

1. This procedure shall be cited as 'IKB Kip Complaints Procedure'.



ANNEX TO IKB KIP COMPLAINTS PROCEDURE

COMPLAINT FORM

Name:

Company:

UBN:

KIP number:

Address:

Post code and city/town:

Email:

Telephone number:

Description of complaint:

Number of annexes added:

Send this form to: info@ikbkip.nl

Or

Stichting PLUIMNED
PO Box 2703
3430 GC Nieuwegein