

Complaints Procedure

NFIR B.V.

Date:
2018

24th December

1 Introduction

NFIR B.V. hereafter: NFIR) operates strictly in accordance with the Privacy Code of Conduct for Private Investigation Agencies of the Security Sector Association of the Netherlands [*Nederlandse Veiligheidsbranche*] and is subject to the Dutch Data Protection Authority [*Autoriteit Persoonsgegevens* or AP] If you should have a complaint about NFIR, you can submit it in writing.

NFIR's complaints procedure is in accordance with article 18 (establishment of a complaints procedure) of the Private Security Organizations and Detective Agencies Regulations [*Regeling Particuliere Beveiligingsorganisaties en Recherchebureaus*]. Complaints are taken very seriously by NFIR and dealt with confidentially, which means that any communication about a complaint is only conducted between the parties involved. No costs are involved in the submission of a complaint to, and its handling by, NFIR. Any costs incurred by the complainant in making their submission cannot be claimed from NFIR via this procedure.

2 Objective

NFIR's objective is to deal with any complaint effectively, so that:

- A. The requirements of the Private Security Organizations and Detective Agencies Regulations are satisfied
- B. The client is central when dealing with any complaint
- C. Complaints make an optimum contribution to the improvement of our service provision.

3 Definition of complaint and complainant

The definition of a complaint is the formal expression of dissatisfaction with a service provided or the treatment that the complainant has received. Examples of complaints within the scope of this procedure include the provision of incorrect information, delays in dealing with a request for information, etc., as seen from the perspective of the complainant. The complainant is a client or his/her representative who expresses a complaint.

A complaint can be recognised by:

- The word 'complaint' or a synonym is used
- The client or prospective client expresses their disagreement with something in strong terms
- NFIR or one of its employees are accused of a certain action or omission

- One or more of NFIR's employees are accused of certain behaviour.

Complaints which are not regarded as complaints within the scope of this procedure:

- Complaints in respect of recommendations contained in reports.

4 Requirements of a complaint

The written complaint must contain:

- A. The name and address of the complainant
- B. Date
- C. Description of the behaviour and/or service giving rise to the complaint
- D. The grounds on which the complainant is making their complaint.

5 Responsibilities and authority

Senior management is responsible for:

1. Dealing with complaints
2. Analysing complaints
3. Acting on complaints.

6 Procedure for the handling of a complaint

6.1 Complaint

A complaint must be submitted in writing within six weeks of the subject of the complaint having taken place.

The complaint must be submitted to: klachten@nfir.nl

Or

NFIR B.V.
F.a.o. NFIR Complaints
Verlengde Tolweg 2
2517 JV The Hague

6.2

Handling a complaint

Senior management assesses the complaint and confirms that it is being dealt with by means of a letter addressed to the complainant within 14 working days of its arrival. The complaint

will be investigated by senior management and the complainant and the employee or employees in question may be consulted.

They will also determine their position in respect of the complaint within 30 working days of its submission and the complainant will be informed in writing. In respect of the complaint, an attempt will initially be made to mediate. If this is unsuccessful, an independent committee will be involved.

Each complaint is notified to the Minister of Security and Justice, who receives a copy of the complaint.

6.3 Complaints

If a resolution is not possible or does not lead to the desired result, the complainant will be referred to an independent complaints committee to which he/she can submit their complaint. This committee will then deal with the complaint further.

6.4 Complaint analysis

Complaints are archived by NFIR for five years. Senior management analyses submitted complaints regularly and at least once a year. If trends are observed, steps are taken to avoid such complaints in the future.

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