



COMPLAINTS PROCEDURE

ETC Foundation

ETC	Management
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For Approval:

A handwritten signature in blue ink, appearing to be 'J.H.J. Dusseljee', written over a horizontal line.

J.H.J. Dusseljee
Director ETC Foundation

TABLE OF CONTENTS

1	INTRODUCTION	3
2	MAKING DISSATISFACTION KNOWN TO A SUPERIOR	3
3	COMPLAINTS SUBMISSION PROCEDURE	3
4	ADJUDICATION PROCEDURE	3
5	CONSEQUENCES OF ADJUDICATION	3
6	REPORTS	4

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1 INTRODUCTION

Any employee who is dissatisfied with a decision taken on an issue concerning her/himself by, or on behalf of, the employer, or the lack of such a decision, can lodge an internal complaint.

However, this procedure does not provide an opportunity to appeal:

- against a decision or ruling which was taken or drawn up in consultation with, or following consultation with, the works council (*PVT: personeelsvertegenwoordiging*);
- against a decision by or on behalf of the employer that concerns one or more groups of employees. Complaints in this situation should be lodged through the works council.

This procedure is also not applicable when the complaint is against decisions involving a government agency, an official implementing body or a judicial body.

2 MAKING DISSATISFACTION KNOWN TO A SUPERIOR

Any employee who does not agree with company policies as they apply to him or her should make this known to their immediate superior. When, in the opinion of the employee concerned, the complaint is not dealt with appropriately, they may take the complaint to the director. The director will subsequently consult the full management team. The management will then formally notify the employee, within one month, whether and in what way the prevailing company policies will be changed or if any other measure will be taken in response to the complaint.

Where a complaint refers to the Director, the complaint can be directed to the Board of Trustees [*Raad van Toezicht*].

3 COMPLAINTS SUBMISSION PROCEDURE

Employees should submit complaints regarding a particular decision in writing, giving reasons and details, within one month of their superior making the decision known. The complaint should be sent to the management or Board as appropriate. The employee should give a copy of the complaint to their immediate superior.

4 ADJUDICATION PROCEDURE

Within one month of receiving the complaint, the body handling the complaint will inform the employee of its decision in writing, sending a copy to the employee's immediate superior. Where appropriate and necessary, this letter will explain the considerations that led to the decision.

5 CONSEQUENCES OF ADJUDICATION

The decision of the higher superior body will take immediate effect unless an express decision is taken to deviate from this norm.

If the final decision nullifies the decision of the immediate superior, then the final decision will be retrospective insofar as this is practically possible.

6 REPORTS

The files of submitted complaints will be retained for a maximum of two years after their resolution. The management will notify the works council each year of the number of complaints received, indicating the types of complaint and the decisions taken. These files may not be used for any other purpose.

This complaints procedure in no way prejudices the employee's right to seek resolution of a complaint through due legal process.