

## **Complaints procedure The Corts Foundation**

### **1. General**

This is a procedure for dealing with all complaints received by the Corts foundation. The Corts Foundation describes a complaint as “any written information alleging that something has gone amiss, or is amiss, with an utterance or (project) activity of the Corts foundation, in the perception of the complainant”.

This procedure pertains to financial complaints, complaints about information, and administrative complaints received in writing.

This procedure does not pertain to statements and actions of (project) activities that come under the responsibility of partners of the Corts foundation.

Nor does this procedure pertain to requests for further clarification and/or the sending of documentation with regard to project deliverables. For this purpose, the Corts Foundation will set up an Internet “community” for the “DASA” project, and possibly also the “Sensi Sōsho” project, which will serve as a platform for further development of ideas and discussion.

Complementary to this complaint procedure, the Corts Foundation will also act in accordance with the Dutch Data Protection Act- GDPR. See our Privacy- statement.

### **2. Principles in processing complaints**

- a. All complaints will be considered immediately.
- b. When it is not possible to ensure an adequate consideration of a complaint immediately, the complainant will be informed at the earliest opportunity about the expected manner of processing of the complaint and duration.
- c. The Corts Foundation will also monitor the progress of the processing of the complaint and it feels bound to let the complainant experience this.
- d. Complaints are a valuable source of information regarding the performance and reputation of the Corts Foundation. They offer a good starting point for improvement of existing procedures and work processes.
- e. The General Secretary is responsible for the registering of complaints, responding to the complainant, and the resolution of complaints.
- f. In its regular meetings the Board of the Corts Foundation will consider received complaints in order to:
  - test the quality of the relevant (project) organization;
  - to recognize any structural signals as early as possible;
  - to improve the relation with the target communities of the projects.The General Secretary prepares the evaluation of the received complaints and enters the evaluation on the agenda of the Board meeting.
- g. Complaints may pertain to the acquisition of funds by the Corts Foundation as well as the execution of their activities and projects in accordance with the articles of association in the Netherlands and abroad.
- h. If a complainant is not satisfied with the resolution of a complaint, a written appeal can be made to the President of the Board of the TCF foundation. In principle, a response will be provided within four weeks.

- i. In order to optimize procedures, work processes and project activities the Corts Foundation will verify after the conclusion of the complaint procedure whether the resolution of the complaint has been satisfactory for the complainant.

3. Procedure for the processing of complaints

- 3.1 The complainant sends a written complaint by letter to the secretariat of the Corts foundation, Mozartweg 3, 1323 AV in Almere, or by e-mail to: [info@Cortsfoundation.org](mailto:info@Cortsfoundation.org), with reference “Complaint”.
- 3.2 The General Secretary will acknowledge receipt of a complaint (via letter or e-mail) by signed letter within a period of three weeks - dependent on the postal address of the complainant.
- 3.3 In this letter the General Secretary’s will specify the grounds for the action undertaken in response to the complaint, and - in the event of omissions or shortcomings - corrective and preventive actions to prevent recurrence of the issue or failing.
- 3.4 If the General Secretary is unable to process the complaint within three weeks, he will advise the complainant of this by means of an acknowledgment of receipt, stating:
  - the date of receipt of the letter or e-mail;
  - information about the processing (time, procedure, etc.).
- 3.5 In case the General Secretary is unable to give a response within the specified term, he will refer the processing of the complaint to the chair of the foundation concerned. The General Secretary will also do this when the complaint relates to failings, omissions, wrongful acts, or any other behavior unwelcome to the complainant.
- 3.6 In the next meeting of the Board of the foundation the General Secretary will inform the Board about complaints received and processed.

4. Further details

This procedure will be placed on the website of the Corts foundation in Dutch and English and consists of 2 pages.