

KNHG Complaints Policy

Steps for addressing complaints

- Complaint arrives by e-mail (info@knhg.nl), post or telephone and is recorded in the complaints register.
- Complaint is forwarded to the KNHG director to be addressed. Within four weeks of receiving the complaint, the director shall ensure that:
 - the substance of the complaint is correctly addressed
 - improvement and action points concerning the KNHG policy are formulated (if necessary)
 - a response in writing is sent (by e-mail or by post) to complainant about the actions taken
 - substantive processing and date of processing are recorded in the complaints register.

Complaints register

- The complaints register reflects:
 - Name
 - (e-mail) address
 - Nature of complaint
 - Date of receipt
 - Substantive information about addressing the complaint
 - Date the complaint is addressed.

Options for appeal

- If complainant is not satisfied with how the complaint was addressed, complainant may take the following actions:
 - Appeal in writing to the KNHG board regarding how the complaint was addressed.
 - If the complaint concerns registration of personal data, complainant may also address
 - the [KNAW Data Protection officer](#)
 - the [Dutch Personal Data Protection Authority](#).

Evaluation and reporting

- At the first board meeting of each calendar year, the complaints and how they have been addressed will be evaluated. The bureau director will draft an evaluation to this end.

- In the annual report the KNHG bureau will report each year on the number complaints, the type of complaints, and how they were addressed.

Entry into force

- This complaints policy has been in effect from 25 May 2018 and was most recently updated on 18 March 2019.