



## **COMPLAINT PROCEDURE**

Dance4Life uses complaints to improve the organisation and its work and thus realise its mission.

### **Address your complaint to the complaint coordinator of Dance4Life**

You can send your complaint by email, telephone or letter to the complaint coordinator of Dance4Life.

- Email: [info@dance4life.nl](mailto:info@dance4life.nl)
- Telephone number: 020-5216655
- Address: Keizersgracht 177 1016 DR Amsterdam

### **Confirmation of receipt and registration of the complaint**

The complaint coordinator of Dance4Life will enter the complaint into the complaints register and send the complainant an acknowledgement within one (1) working week. This acknowledgement is accompanied by information about the complaint procedure, the person that will handle the complaint and the time it will take to process the complaint.

### **Complaint procedure**

- The person handling the complaint will handle the complaint within two (2) weeks of the receipt date.
- The person handling the complaint can postpone this for a maximum of four (4) weeks. The complainant and the subject of the complaint will be informed in writing of this substantiated postponement.
- The person handling the complaint will send his/her ruling and the accompanying implications to the complainant.
- If the complainant is not satisfied with the ruling, he/she has the option to appeal against the person who handled the complaint, the general complaint coordinator and the Executive director to reach a satisfying solution.