



### **Art. 1 Definitions**

- 1.1 SKC/CCC: Stichting Schone Kleren Campagne/Clean Clothes Campaign, located in Amsterdam
- 1.2 Board: the Board of SKC/CCC
- 1.3 Complaint: Expression of dissatisfaction with an act or behaviour concerning SKC/CCC activities
- 1.4 Complainant: Person or agency that submits a complaint, and makes it known that it is a complaint
- 1.5 Complaint Coordinator: The SKC/CCC staff member who registers and manages complaints that are received
- 1.6 Case Manager: The SKC/CCC staff member who, upon request of the Complaint Coordinator, processes the complaint

### **Art. 2 Objectives**

The objectives of the Complaint Procedure are to describe the procedure to be followed regarding

- registration of the complaint;
- investigation of the complaint;
- response to the complaint.

A further objective of the Complaint Procedure is to stimulate learning capacity and transparency within SKC/CCC.

### **Art. 3 Confidentiality**

Anyone who in the context of this procedure is provided with data that are known or should reasonably be considered to be of a confidential nature, is obliged to maintain confidentiality.

### **Art. 4 Complaint submission**

The complaint must be submitted to SKC/CCC via e-mail ([info@schonekleren.nl](mailto:info@schonekleren.nl)), or in writing (postal address: PO Box 11584, 1001 GN, Amsterdam), to the attention of the Complaint Coordinator. The complaint should include at least the following:

- Name of the complainant
- Address, e-mail or telephone number of complainant
- The reason and facts underlying the complaint
- Date(s) at which the facts leading to the complaint took place.

### **Art. 5 Admissibility**

The complaint is admissible if it concerns events that occurred less than one year prior to the date of receipt by SKC/CCC.

### **Art. 6 Complaint processing**

6.1 Within five working days the Complaint Coordinator confirms receipt of the complaint to the complainant. The Complaint Coordinator then appoints a Case Manager who will deal with the complaint.

6.2 If the Complaint Coordinator or the Case Manager notes that the complaint offers insufficient information, the complainant will be given two weeks to furnish additional information.

6.3 The Case Manager investigates the facts of the complaint and the views of persons involved. Within six weeks of receipt of the complaint or additional information that has been requested, the Case Manager will prepare a suitable response to the complaint.

6.4 If the Case Manager, in order to ensure that the complaint is processed with due care, considers it necessary to extend the period specified above (6.3), he/she will notify the complainant of this extension in writing at the earliest opportunity, but within the six weeks mentioned above (6.3). Next, the Case Manager will prepare a suitably motivated response to the complaint, within ten weeks after receipt of the complaint or receipt of the requested additional information.

6.5 The Complaint Coordinator ensures that the response to the complaint is forwarded to the complainant within five days after the date of the response.

### **Art. 7 Appeal**

7.1 In the event that a complainant is dissatisfied with the response to the complaint, he can appeal to the Board. The appeal must be submitted in writing to the Board (PO Box 11584, 1001 GN Amsterdam) within four weeks after the date of the response. The Complaint Coordinator will transfer the complaint file to the Board.

7.2 The Board investigates the facts of the appeal and the views of persons involved, and issues a suitably motivated decision, no later than six weeks after receipt of the appeal.

7.3 If the Board, in order to ensure that the appeal is processed with due care, considers it necessary to extend the period specified above (7.2), the complainant is informed of this extension in writing at the earliest opportunity, but within the six weeks mentioned above (7.2). Next, the Board issues a suitably motivated decision, within ten weeks after receipt of the appeal.

7.4 The Complaint Coordinator ensures that the complainant is informed of the decision within five days.

### **Art. 8 Registration and Quality Control**

8.1 The Complaint Coordinator registers the complaint in the SKC/CCC registration system.

8.2 The Complaint Coordinator maintains a file about the processing of the complaint. The file contains all documents relevant to the complaint.

8.3 The complete file pertaining to a complaint is kept in the SKC/CCC archives for a period of five years. The file is not accessible to unauthorized persons.

8.4 The Complaint Coordinator reports the complaints during staff and board meetings. In such reporting the identity of the complainant is withheld. In the context of the organization's learning capacity suggestions for improvements may be proposed. These will be discussed and approved in staff meetings.

8.5 Periodically, the Complaint Coordinator monitors whether the measures proposed in relation to the complaint have been implemented. He/she informs the Board of the findings.

### **Art. 9 Date, Publication**

9.1 This Complaint Procedure was approved by the Board on 9 November 2009.

9.2 The Board ensures that the existence of this Complaint Procedure is appropriately made known, both within and outside SKC.CCC.