

Complaints Procedure

A **complaint** is said to occur when a partner/client of GIP is dissatisfied with the way he/she has been treated by a member of the staff. This may involve for example, bad manners on the part of the staff or having been spoken to disrespectfully.

An **appeal** relates to a legally binding decision made by GIP, which is deemed as prejudicial by the recipient. GIP's decision has (legal) consequences, in particular, for the financial situation of the recipient, but may also, for example, affect the social and/or political standing of the recipient (e.g. a partner which is told that the relationship will be terminated). An appeal is specifically dealt with as an internal procedure (as part of the day-to-day running), whereby the issue in question is re-examined and reappraised.

Complaints Procedure

1. All complaints must be submitted in writing and sent to the project manager to which the complaint applies.
2. The project manager decides how the complaint will be processed according to the following procedure: in most cases the project manager will pass the matter on to the member of staff concerned. The latter will reassess the course of events on all its merits, speak to all the parties involved, including the complainant and advises the project manager about the decision to be taken. A decision, supported by arguments, will be made known to the complainant by the department head within two weeks after the complaint has been received. If a decision cannot be reached within two weeks, the project manager will send confirmation of receipt, specifying the date by which the complaint will be processed. He will deal with the complaint as indicated.
3. However, should the complainant remain dissatisfied with the decision, he or she can make a request to the Chief Executive to have this initial decision reviewed. The Chief Executive will assess whether the procedure has been properly followed and makes a limited (content-related) review [1] of the decision. This will take into account whether the project manager has acted within reason with respect to the disputed decision. The Director's decision will be made known within four weeks after the request for review has been received from the complainant.
4. Each year, a list will be drawn up for the Board of Directors and the management of the number of complaints received and processed, and the policy pursued by the management with respect to these. The conclusions

may likewise lead to proposals being made of how to improve these procedures.

Appeals Procedure

1. All appeals are required to be submitted in writing no more than 2 months following the date on which the decision was sent to which the appeal applies. The appeal will be sent to the Chief Executive.
2. The Chief Executive decides how the appeal will be processed according to the following procedure: if there is any question of social or political sensitivity, the Chief Executive will call in the independent panel of experts (aid experts and legal experts) appointed by the Board of Directors (see also step 3). In most cases the Chief Executive will pass the matter on to the project manager responsible for making the decision. The latter will reassess the course of events on all its merits, speak to all the parties involved, including the complainant, and advises the Chief Executive about the decision to be taken. A decision, supported by arguments, is made known by the Chief Executive to the complainant within six weeks after the appeal has been received. The complainant may either be satisfied with (or accept) the decision or remain dissatisfied with the decision. If the latter is the case, the complainant is entitled to take the case to the Dutch courts.
3. However, should the complainant be dissatisfied with the notice of appeal in *matters of significant interest*, he or she can submit an appeal a second time, but within 4 weeks following the date of the Chief Executive decision. In that case, the Chief Executive will call in the independent panel of experts (aid experts and legal experts) appointed by the Board of Directors. They will assess whether the procedure has been followed correctly and make a limited (content-related) review [2] of the decision. This will take into account whether the General Director has acted within reason with respect to the disputed decision. The recommendations of the panel will be returned to the Chief Executive within four weeks after receipt of the request for advice. The Chief Executive may only disagree with their recommendations or evaluation if supported by reasoned arguments. The final decision and the recommendations will be made known to the complainant within two weeks after the recommendations have been received. The Board of Directors will likewise be notified. The total time for this procedure within GIP is therefore no more than six weeks.
4. Should the complainant still be dissatisfied with the decision, the matter can be brought before the Dutch courts by the recipient.
5. Each year, a list will be drawn up for the Board of Directors and the management of the number of appeals received and processed, and the policy

pursued by the management with respect to these. The conclusions may likewise lead to proposals being made of how to improve these procedures.

[1] This limited review will make an assessment of whether the decision taken by the management is well-grounded, based on set policy and procedures

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