



## Complaints Regulation

### Article 1

For the purposes of this regulation, the following terms are defined as:

- Organization: 072 bewind en inkomensbeheer
- Bewindvoerder: The person responsible for managing and accounting for the financial assets of individuals.
- Substitute: The person performing tasks on behalf of the bewindvoerder within the organization.
- Client: An individual whose financial assets are placed under receivership and for whom the organization has been appointed as bewindvoerder, or with whom the organization has entered into an agreement.
- Objection: An oral or written expression of dissatisfaction regarding the organization's services.
- Complaint: A written and expressly filed statement of dissatisfaction regarding the organization's services.

### Article 2

This complaints regulation exclusively applies to (those involved with) clients of 072 bewind en inkomensbeheer. Clients may be represented and/or assisted in the submission and handling of complaints.

### Objections

#### Article 3

3.1 An objection will be handled within 14 days by the bewindvoerder or their substitute. They will attempt to resolve the objection through telephone or written communication in consultation with the client.

3.2 Objections are not handled in public.

3.3 The client will receive written notification of the resolution of the objection by the bewindvoerder. If the client is dissatisfied, they may file a complaint.

### Complaints Procedure

#### Article 4: Submitting a Complaint

A complaint can be submitted in writing only. A complaint must at least include the following details:

- a. The name and address of the complainant. If the complainant is acting on behalf of another person, the name, address, and phone number of the client must also be provided.
- b. The date. Complaints without a date will be considered to have been dated on the day of receipt.
- c. A description of the complaint.
- d. The complainant's signature.

If the complaint is written in a foreign language, the bewindvoerder or their substitute may request the complainant to provide a translation.

If the complaint does not meet the above criteria, the complainant will be given a one-time period of four weeks to supplement or translate the complaint. Failure to comply within the specified time frame will result in the complaint not being processed.



### **Article 5: Confirmation of Receipt of Complaint**

The bewindvoerder or their substitute will confirm receipt of the complaint in writing within five working days from the date of the postmark.

### **Article 6: Non-Admissibility**

A complaint will not be processed or the handling will be discontinued if:

- a. The complaint is anonymous.
- b. The event being complained about occurred more than six months prior to submission.
- c. The issue was previously addressed in accordance with the complaints regulation.
- d. There is an ongoing criminal investigation or prosecution ordered by the public prosecutor.

### **Article 7: Short Procedure**

The complaint will be handled orally in the short procedure. The complainant will have the opportunity to explain the complaint. If the complaint is resolved to the complainant's satisfaction, it may be settled by telephone. If the complaint is not resolved satisfactorily, the extensive procedure will be initiated.

### **Article 8: Extensive Procedure**

8.1 The bewindvoerder or their substitute will investigate whether the conduct being complained about:

- a. Violates a legal provision or an applicable organizational regulation.
- b. Aligns with the service standards the organization has committed to.
- c. Is reasonably permissible after considering all facts and circumstances.

The complainant will receive a written and substantiated report of the findings of the investigation into the complaint, possibly including additional measures undertaken as a result of the findings.

8.2 If the complaint is not resolved satisfactorily, the complainant may submit the complaint to the Court where the guardianship was pronounced.

### **Article 9: Response Term**

The organization will handle a complaint within the general six-week timeframe set by the General Administrative Law Act (Awb). For complaints handled orally, the organization aims to resolve them within 14 days.

### **Article 10: Confidentiality**

All objections and complaints from clients will be handled with strict confidentiality. If it is necessary to request information from third parties, prior consent will be sought from the client.

### **Article 11: Registration**

The organization maintains a record of all complaints received. The associated documents will be archived after the complaint is resolved. The total number of registered complaints will be published annually in the organization's annual report.

### **Article 12: Closing Provisions**

12.1 This complaints regulation and the associated procedures are governed exclusively by Dutch law.

12.2 Any disputes arising from the complaints regulation and/or its procedures will initially be resolved between the complainant and the bewindvoerder. If unresolved, the complainant may submit the dispute to the Court.

12.3 This regulation entered into force on November 1, 2020, and is valid indefinitely.