

Complaints Procedure KIT Fund

A complaint is a written or oral expression of dissatisfaction with the services and/or activities offered by the KIT Fund. The fund considers a complaint as a signal with which it can strive to improve its services and activities. Each complaint gives us the opportunity to explain our work and to do our work better in the future. We will therefore take every complaint seriously at all times.

General guidelines

- Your complaint will be treated confidentially
- All complaints are registered and processed within 5 working days. If a complaint cannot be dealt with satisfactorily within that period, you will receive a proposal regarding further settlement within 5 working days.
- Your complaint will be treated confidentially
- Complaints that are submitted anonymously or that are illegible cannot be processed
- Principles for handling your complaint are:
 - Fast treatment
 - Helpfulness
 - Providing clear information
 - Personal treatment

There are several ways to submit a complaint:

1. Through an employee on number +31 (0)20 – 568 8411 (Monday to Friday from 09:00 to 17:00)
2. By e-mail via kitfund@kit.nl. Please state your name and address details.
3. By post: send your letter to KIT Fund, PO Box 95001, 1090 HA Amsterdam (the Netherlands).

Ad. 1: Telephone/verbal complaints

If you submit a complaint by telephone, the relevant employee will handle the complaint immediately if possible. If he or she cannot handle your complaint immediately, your complaint will be continued by someone else. You will receive a response by telephone within 5 working days (unless agreed otherwise).

Ad. 2 and 3 Written complaints by e-mail or post

You will receive a response by telephone within 5 working days unless you indicate that you would like a response in a different manner. If we have not received sufficient information from you to deal with your complaint, you will be contacted by telephone or e-mail.

Follow-up procedure

If your complaint is not handled to your satisfaction, you can turn to the [Central Bureau for Fundraising](#) (in Dutch).

Evaluation

At least twice a year, an evaluation of the submitted complaints will be made within the KIT Fund in order to:

- Test the quality of fundraising
- Recognize structural signals as early as possible
- Improve communication

The employees of the KIT Fund classify the complaints and prepare the evaluation in writing. The KIT Fund also informs the board at least once a year about complaints submitted and how they are dealt with.