

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 sees a complaint as a signal to improve services and activities. Every complaint gives us the opportunity to explain our work and to do our work better in the future. We will therefore take all complaints seriously.

General Guidelines

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 about the further settlement within 5 working days

- Your complaint will be treated confidentially
- Complaints that are submitted anonymously or that are not legible cannot be processed
- Starting points for handling your complaint are:
 - Fast treatment
 - Helpfulness
 - Providing clear information
 - In person

Procedure for submitting and handling complaints

There are several ways to submit a complaint:

- **By telephone:** +31 (0)20 – 568 8411, Monday to Friday from 9:00 AM to 5:00 PM.
- **By e-mail:** to kitfund@kit.nl. Please mention your name and address.
- **By post:** send your letter to KIT Fund, PO Box 95001, 1090 HA AMSTERDAM

Ad. 1 Telephone/verbal complaints

If you submit a complaint by telephone, the complaint will be dealt with immediately if possible. If this is not possible, you will receive a response by telephone within 5 working days (unless otherwise agreed).

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

You will receive a response by telephone within 5 working days of receipt of your written complaint, unless you indicate that you would like a response in another way. If we have not received sufficient information from you to handle your complaint, you will be contacted by telephone or e-mail.

Follow-up

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

Evaluation

At least once a year, the KIT Fund will evaluate the complaints.

- Review compliance with the foundation's code of conduct for fundraising
- Review the quality of the organization in a general sense



- Recognize structural signals as early as possible
- Improve communication

The management of the foundation takes care of classification of complaints and prepares the evaluation in writing.