

Complaints Procedure | Beschwerden Verordnung | Klachten Regeling Delfin Corporate Services BV

On behalf of our foreign clients this complaints procedure is in English.

Why?

At Delfin Corporate Services B.V. we try our best to outperform the expectations of our clients every day but it's always possible that even though we tried we did not succeed to service you as expected.

As we cherish the relationship with our stakeholders we would like to know this to resolve the complaint and to prevent it from happening again.

Procedure

Definitions

- Complainant: Our stakeholder (the client or third party advisor) that has filed a complaint.
- Complaint: any written expression of dissatisfaction of, or on behalf of, the client towards Delfin or a person working under her responsibility regarding: the performance under a professional service agreement, the quality of the services or the amount of the fee note.
- Complaints manager: the designated manager within Delfin entrusted with the handling of the complaint.

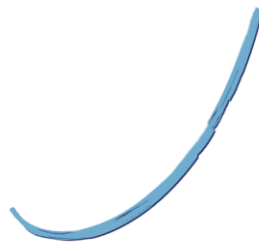
Scope of application:

- This complaints procedure is applicable to all professional service agreements between Delfin Corporate Services B.V. and the client.
- All employees of Delfin Corporate Services B.V. shall ensure that every complaint will be handled in accordance with the complaints procedure.

Purpose

The purpose of this complaints procedure is to:

- Lay down a procedure for the determination of the cause lying underneath the client's complaint.
- Lay down a procedure for handling any client complaints within a reasonable period of time and in a constructive manner.



- Continue and improve existing relationship through proper complaint handling.
- Improve the quality of the services by handling and analysing complaints.
- Train employees to react to complaints in a service minded matter.

Internal procedure

- If a client approaches Delfin with a complaint, the complaint shall be forwarded to mrs. S. Schipper (s.schipper@delfin.eu) and mr. F. van Buren (f.vanburen@delfin.eu) who shall act as complaints manager.
- The complaints manager shall handle the complaint within 3 weeks after the receipt of the complaint or shall notify the complainant of the motivated deviation from this period.
- The complaints manager shall inform the complainant in writing regarding the validity of the complaint, accompanied by a proper solution, recommendations for Delfin or otherwise.
- If the complaint has been handled satisfactorily, the complainant and the complaints manager shall sign the decision on the validity of the complaint.
- In case of disputes Delfin Corporate Services B.V. may decide to appoint an independent party or authority to whom an unresolved complaint may be submitted in order to obtain a binding decision.

Non-disclosure and confidentiality of the complaint

- The complaints manager and the complainant shall safeguard confidentiality regarding the (handling of) the complaint.
- The complainant does not owe any fee for the handling of the complaint.

Responsibilities

- The complaints manager is responsible for a timely handling of the complaint.
- The complaints manager shall keep the complaint file and keep the complainant informed regarding the handling of the complaint.
- Mrs. Schipper shall register the complaint including its subject matter.
- Immediately after receiving the complaint Mrs. Schipper shall put the subject on the agenda of the next management meeting of Delfin.