

Creative Industries Fund NL Complaints Procedure

The Creative Industries Fund NL endeavours to achieve good and clear service provision and attaches great importance to customer satisfaction. If you have any questions or comments, please contact the Fund by telephone or e-mail. However, it is possible that you are not satisfied with the Fund's service or communication. In that case, you can submit a complaint in accordance with our complaints procedure. The aim of this procedure is to further improve the quality of our services and to ensure that the Fund handles your complaint with due care.

As an applicant, external relation or advisor, you have the possibility to submit a written complaint by post or by e-mail.

You can lodge a complaint if:

- a you have not been properly treated by an employee; or
- b as an advisor, you are not satisfied with the functioning of the advisory committee in which you participate, or member(s) of the committee; or
- c you are not satisfied with the service provided by the Fund.

Your complaint may not relate to the content of a decision. For that situation, we refer you to the Creative Industries Fund NL's [appeals procedure](#).

You can make a complaint by sending an e-mail to feedback@stimuleringsfonds.nl.

For your complaint to be dealt with, it must contain at least the following information:

- a Name, address, e-mail address and telephone number of the person lodging the complaint or on whose behalf the complaint is being lodged;
- b If it concerns an anonymous complaint, you must explicitly indicate this;
- c Clear description of the treatment or conduct about which you have a complaint (including date and location);
- d Name of the person against whom the complaint is being made;
- e Any previous correspondence with the Fund and relevant copies of documents clarifying your complaint.

Procedure

- 1 The Executive Director of the Fund will be informed of your complaint;
- 2 You will receive an acknowledgement of receipt by e-mail within 14 days of receiving your complaint;
- 3 The Fund will deal with your complaint as quickly as possible, within a maximum of six weeks of receipt. In exceptional circumstances, the period will be extended by four weeks. In that case, you will be notified by e-mail;
- 4 The Fund endeavours to provide good, consistent and neutral service and the Fund is constantly looking for ways to improve its service provision. The Fund takes the handling of your complaint very seriously. The Board of the Fund will therefore send you a reasoned response by e-mail to inform you about how your complaint has been dealt with and what action has been taken concerning your complaint. If you wish to appeal concerning your complaint, we would refer you to the National Ombudsman.

Creative Industries Fund NL Internal Complaints Procedure

The Fund adheres to the [Code of Conduct for Cultural Funds](#), specifically point 4 'quality of service', and acts in accordance with Chapter 9 of the General Administrative Law Act (handling of complaints):

- a Everyone has the right to lodge a complaint to an administrative body about the way in which the administrative body has behaved towards them or someone else in a particular situation;
- b The conduct of a person working under the responsibility of an administrative body shall be considered as the conduct of that administrative body.

1. Definitions

Complaint: any written statement of dissatisfaction reasonably identifiable as such regarding the service provided by the Fund or any of the Fund's members of staff, made by or on behalf of the client.

Complainant: an applicant, external relation or adviser or their representative who makes a complaint.

Complaints procedure: the Fund's complaints handling procedure.

Complaints Procedure: this document, which is the written record of the complaints procedure used.

Complaints registration form: a form to be used internally to implement the procedure laid down in the complaints procedure.

Complaints contact person: the complaints officer (Fund employee) appointed by the Fund who is responsible for dealing with complaints and advising the Fund on the decisions to be taken concerning those complaints.

2. Objectives

The objectives of the complaints procedure are as follows:

- 1 Establishing a procedure to deal constructively with complaints from applicants, stakeholders and other parties within a reasonable period of time;
- 2 Establishing a procedure to determine the causes of complaints;
- 3 Maintaining and improving existing relationships by means of good complaints management;
- 4 Training employees to respond to complaints in a service-oriented manner;
- 5 Improving the quality of the service through complaints handling and complaints analysis.

3. The internal complaints procedure

- 1 If a complainant approaches the Fund with a complaint in any way whatsoever, the Executive Director must be informed;
- 2 The Fund will endeavour to find a solution together with the complainant, possibly after consulting the complaints contact person;
- 3 The Fund will ensure that the complaint is properly dealt with in accordance with the present complaints procedure;
- 4 4. The handling of the complaint will be communicated to the complainant on behalf of the Executive Director by the complaints contact person.

4. Registration of the complaint

- 1 All complaints are registered according to an internal complaints registration form;
- 2 The complaints contact person registers and classifies the complaint;
- 3 The complaint is classified:
 - by method of submission
 - a. in writing by e-mail
 - by the nature of the complaint, according to the following categories
 - a. complaints about the way of working or treatment by an employee of the Fund
 - b. complaints about general services provided by the Fund
 - c. complaints about financial services provided by the Fund
 - d. complaints about the functioning of an advisory committee or its member(s), or an external adviser appointed by the Fund
- 4 A complaint can be included in several different classes;
- 5 If the complaint has been dealt with satisfactorily, this will be recorded in the complaints registration form.

5. Responsibilities of complaints contact person (the complaints officer)

- 1 The complaints contact person is responsible for the handling and settling of the complaints;
- 2 The complaints contact person is responsible for completing the complaints registration form in full;
- 3 The complaint must be dealt with in writing by the Fund within six weeks;
- 4 The complaints contact person provides a response to the complainant;
- 5 The complaints contact person keeps the complaints file up to date.

6. Analysis of the complaints

- 1 After the complaint has been settled, the complaints registration forms are brought together by the complaints contact person;
- 2 The complaints contact person reports periodically to the MT on the settlement of complaints;
- 3 The Executive Director discusses the approved report with the staff representative (PvT) and shares it with the Board of Trustees (RvT);
- 4 The Creative Industries Fund NL undertakes to draw up an annual complaints overview and to examine whether adjustments to policy and rules are necessary;
- 5 The Fund reports on the complaints overview in the public annual report.

7. Internal procedure

The Creative Industries Fund NL undertakes to draw up an annual complaints overview and to examine whether adjustments to policy and rules are necessary;

- 1 Once a year, the complaints data are discussed on the basis of an analysis of the Fund;
- 2 Improvement measures are prepared and planned;
- 3 The complaints contact person is responsible for preparing this meeting and making an analysis;
- 4 The measures to be taken are presented together with the analysis and submitted to the MT for adoption.

This description of the working of the complaints procedure of the Creative Industries Fund NL takes effect on 1 July 2019.

Established in Rotterdam,

Syb Groeneveld
Executive Director
Creative Industries Fund NL