



Complaints Procedure Foundation Health Works.

General aim: this is a protocol for dealing with all complaints received by Health Works.

The aims of the protocol are:

- To ensure that employees act according to pre-determined, unambiguous guidelines;
- To increase the current level of service to donors, clients and prospects;
- To provide the administration and/or management with an insight into the total number, type and severity of complaints;
- To achieve results in the form of recommendations on work processes.

Definition of a complaint:

A complaint is information indicating that something – as perceived by the client – has gone wrong or is incorrect in terms of Health Works' communications or activities. A complaint provides feedback to Health Works on how it can improve its communications or activities according to the client's standards. A complaint therefore always contains important information about the client:

- The client is motivated to inform the organization;
- The client communicates by writing or calling;
- The client trusts that the organization will follow up on the complaint and attempt to improve its service;
- The client knows something that the organization is not (yet) aware of;
- Something has gone wrong or is incorrect.

General guidelines:

- Substantive political positions on the organization's policy are set by the board and management;
- All complaints are dealt with as quickly as possible, preferably within 14 days;
- If this is not feasible, then the client is notified;

- The tone of the response is personal;
- All complaints are registered;
- An appeal can be made to the board of directors.

A complaint can be expressed in several ways: orally, through a letter, by email or by telephone.

- The nature of the complaint; use of intonation, how it is said; clearly or casually, for example at the end of a conversation or 'in passing'.

Information to the client about the protocol: Clients can request information regarding the protocol from Health Works.

Possibilities for appeal: If a client is dissatisfied with the way he or she has been treated by Health Works, the client may appeal in writing to the board. The appeal will be handled within 14 days.