



# Terre des Hommes complaints procedure

**Update 26 January 2022**

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If you are unsatisfied with the way Terre des Hommes Netherlands operates, please let us know.

Your feedback allows us to learn and improve our work. Many thanks in advance for the effort!

This complaints procedure is intended for all external persons who are not satisfied with our\* working methods. This procedure describes the way complaints about Terre des Hommes Netherlands can be submitted and are handled.

For employees, there are internal mechanisms to file a complaint, there is a whistleblower scheme and a confidential advisor.

## **1. Definition**

**Complaint:** an expression of dissatisfaction with the policy, actions, or inaction of Terre des Hommes Netherlands.

**Complainant:** a natural person or legal entity submitting a complaint to Terre des Hommes Netherlands.

## **2. Submitting a complaint**

Complaints can be made in the following ways:

A. Via the [complaint form](#) on our website [tdh.nl/contact](http://tdh.nl/contact), under the heading Change data, comments and complaints.

B. In writing to:

Terre des Hommes Netherlands

attn: Complaints coordinator

Zoutmanstraat 42-44

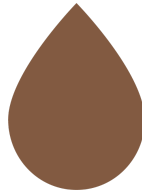
2518 GS The Hague

C. By e-mail to: [info@tdh.nl](mailto:info@tdh.nl)

D. By telephone at 070 310 5000

E. Verbally to one of the representatives of Terre des Hommes Netherlands

Please include your name, e-mail address and telephone number, if any, and give as clear a description of the complaint as possible. A complaint that does not include these details or that is incomplete cannot be considered. By filing a complaint, you accept the contents of this complaints procedure.



### **3. Receipt and registration of the complaint**

- If the complainant uses options A and B, the complaint will go directly to the complaints coordinator.
- For options C, D and E, the complaint is received by another staff member, who reports the complaint to the complaints coordinator, even if that staff member has dealt with the complaint directly to the complainant's satisfaction.
- The complaints coordinator will ensure proper registration of the complaint and its handling in Terre des Hommes Netherlands' complaints registration system.

### **4. Handling of the complaint**

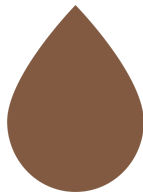
- The complaints coordinator will initially forward the complaint to the responsible staff member.
- To assess and/or settle the complaint, Terre des Hommes Netherlands may request further information from the complainant or third parties.
- If the employee and the complainant cannot find a solution, the complaint is handled through the management line (escalation).
- The complaint will be answered as soon as possible, but at the latest within 5 working days. Should this not be feasible, the complainant will be notified by the complaint handler.
- The complainant is always informed by the complaint handler of the action taken or to be taken as a result of the complaint.
- The complainant can contact the complaints coordinator at any point in the procedure.
- If necessary, measures are taken to prevent recurrence and, if necessary, changes are made to processes/work methods or the quality management system.
- If the complainant is not satisfied with the handling of the complaint, they can make this known to the complaints coordinator. The complaint will then be handled by the management.

### **5. Termination of the complaint**

- A. A filed complaint ends when:
- a. Terre des Hommes Netherlands has dealt with the complaint as stated at point
  - b. after mediation and/or consultation with the complainant, the complainant feels no further need to have the complaint considered.
  - c. the complainant withdraws the complaint.

### **6 Other provisions**

- If the complainant is not satisfied with Terre des Hommes Netherlands' handling of the complaint, the complainant may, if desired, contact the CBF ([Central](#)



[Bureau for Fundraising via www.cbf.nl](http://www.cbf.nl)). The CBF will handle the complaint further.

- Terre des Hommes Netherlands processes your personal data under this complaints procedure in line with its privacy statement, which can be found at [tdh.nl/privacy](http://tdh.nl/privacy).
- The handling of a complaint by Terre des Hommes Netherlands can never imply an acknowledgement of liability on the part of Terre des Hommes Netherlands.
- In all cases not covered by this complaints procedure, the director of Terre des Hommes Netherlands will decide.

## **7 Adoption and amendment of complaints regulations**

- These complaints regulations are adopted and may be amended by the management.
- These complaints regulations were adopted on **26 January 2022**.