

VOORBEELD KLACHTENPROCEDURE - ENGELS



Voorbeeld klachtenprocedure voor bewoners van huisvesting in het kader van het Agrarisch Keurmerk Flexwonen.

Objective	The objective of this procedure is to document complaints from residents in order to be able to resolve them.									
Target group	Residents of the accommodation for migrant workers at agricultural enterprises.									
Contents	<p>The steps of the complaints procedure are as follows:</p> <ul style="list-style-type: none"> • The applicant submits a written complaint to the employer (or the manager of the building), which explains he wishes to submit a complaint; • The complaint must be submitted as soon as possible after the incident which the complaint relates to or the shortcoming was identified. A reasonable term is one (1) week unless compelling reasons oppose this. The complaint is then processed within one (1) week. • The employer (or the manager) processes the complaint and aims to resolve it as fairly and fast as possible; Again, one (1) week is a reasonable term unless compelling reasons oppose this. • The reasons for not being able to resolve the situation satisfactorily will be documented in writing. • In the event of a complaint, it should be reported internally first so that the employer (or the manager) is given the opportunity to resolve this complaint. If the complaint cannot be resolved internally or not at all, the complainant is entitled to resolve the case via external procedures and channels; • Confidentiality: Only the persons involved in the relevant internal complaints procedure receive substantive verbal and written information about the complaint and the processing thereof. 									
Manager/owner										
Date of conclusion/correction										
Date of evaluation										