

COMPLAINTS PROCEDURE

Complaints Procedure for GabriëlleRutten EFT, part of Novet International.

1 Definitions

- 1.1. Client: the person, or legal representative, who wishes to undergo an EFT session.
- 1.2. Contractor: EFT practice GabriëlleRutten, hereinafter referred to as "the practice."
- 1.3. Assignment: the provision of an EFT session.
- 1.4. Notification: an expression of dissatisfaction submitted to the practice regarding the way Gabriëlle Rutten behaved in a particular situation related to the EFT session, or regarding the services provided.
- 1.5. Complaint: a formal written expression of dissatisfaction regarding the way Gabriëlle Rutten behaved in a particular situation related to an EFT session, or regarding the services provided. A complaint may only be submitted after a notification (see 1.4) has not been resolved to the satisfaction of the parties involved.

2 Applicability

This complaints procedure applies to all EFT sessions provided by Gabriëlle Rutten.

3 Notification, Filing a Complaint, and Confidentiality

- 3.1. Within one week after discovering or reasonably being able to discover the shortcomings, the client shall submit a notification of dissatisfaction by email to the practice via info@eftpraktijkgabriellerutten.nl. This email will be received by Gabriëlle Rutten.
- 3.2. Gabriëlle Rutten is obligated to make every reasonable effort to resolve the notification through mutual consultation within a reasonable period, but no later than two weeks after receipt.
- 3.3. Gabriëlle Rutten will determine the subject of the notification and register it accordingly.
- 3.4. If possible, Gabriëlle Rutten will handle the notification immediately. If immediate handling is not possible, she will contact the client to make further arrangements regarding its resolution.
- 3.5. Feedback may be provided verbally (by telephone) or in writing (by email).
- 3.6. If the notification has not been resolved to the client's satisfaction, the client must submit this in a timely manner as a formal written complaint to the practice. "Timely" means within a maximum of two weeks after the notification has been handled. Failure to submit the complaint within this period may result in the loss of certain rights.
- 3.7. The practice will process the complaint internally and communicate its findings to the client.

3.8. A formal complaint must always be submitted in writing and signed, and must contain at least: the name and address of the complainant, the date, an accurate description of the complaint, and the period during which the complaint arose. Notifications and complaints may be sent to Alpert van Metzhof 5, 1065 AP Amsterdam. The practice only handles written notifications and complaints. The practice advises complainants to send formal complaints by registered mail.

3.9. Every notification and complaint will be treated in strict confidence and discussed only with those directly involved.

3.10. The practice is obligated to make every reasonable effort to resolve complaints within a reasonable period, but no later than four weeks.

4 No Obligation to Process

4.1. The practice is not obligated to process a notification or complaint if:

- a. the notification or complaint concerns matters other than the execution of the assignment;
- b. a complaint regarding the same matter has previously been submitted by the client and has already been treated as a formal complaint in accordance with the other articles of this complaints procedure;
- c. the matter occurred more than one month before the complaint was submitted;
- d. the matter has been or is subject to proceedings before a judicial authority other than an administrative court.

4.2. If the complaint will not be processed, the complainant will be informed verbally (by telephone) or in writing as soon as possible, but no later than three weeks after receipt of the complaint.

5 Complaints

5.1. The practice will provide the complainant with written confirmation of receipt of the complaint.

5.2. This confirmation will include at least a description of the procedure and the expected duration of the complaint handling process.

6 Handling of Complaints

6.1. Complaints will be handled by Gabriëlle Rutten.

6.2. Gabriëlle Rutten will issue a decision regarding the complaint within four weeks.

6.3. Gabriëlle Rutten will give the complainant the opportunity to be heard.

6.4. The application of article 6.3 may be waived if the complainant has stated that they do not wish to exercise the right to be heard, or if the complaint is clearly unfounded.

7 Right of Appeal

7.1. If, unexpectedly, the complaint is not resolved to the complainant's satisfaction, an appeal may be filed. The complainant may submit an objection to the NIBIG within one month after the complaint has been handled.

8 Citation Title

8.1. This regulation may be referred to as the "Complaints Procedure."

8.2. This regulation will be evaluated annually by the practice and, if necessary, adjusted to reflect new developments in legislation, case law, or new insights.

8.3. Regardless of this regulation, the provisions described in the General Terms and Conditions of Novet International (see website) remain applicable.

9 Effective Date and Continuing Disputes

9.1. This Complaints Procedure was adopted on September 16, 2018.

9.2. This regulation enters into force retroactively as of January 1, 2018.

9.3. This agreement is governed by Dutch law.

Explanation

Before initiating the formal complaint-handling process, it has been chosen to first attempt to resolve the complaint directly with the person(s) involved. However, if this does not lead to a satisfactory resolution, the complaint may be submitted in accordance with the procedure described above.

A formal complaint must relate to the manner in which Gabriëlle Rutten carried out the assignment. General complaints regarding company policy or the way business operations are conducted therefore fall outside the scope of this complaints procedure.

If the practice has handled the complaint to the satisfaction of the client, or if the client indicates that they no longer wish further handling of the complaint, the obligation for further processing lapses.

If the complainant is not satisfied with the handling of the complaint, they may contact the independent third party referred to in Article 7. Should the objection still not be resolved satisfactorily, the complainant may submit the matter to the competent court.