

Driving4uRotterdam Complaints procedure

Article 1. Complaints Committee

If a customer, client or a third party has a complaint, about a decision taken or proposed, work carried out, behaviour and/or statements by Driving4uRotterdam one of its employees or one of its drivers and wishes to report this, the person concerned may formally lodge a complaint with the Complaints Committee.

Article 2. The Amendments to the Complaints Committee

The Complaints Committee shall consist of at least, delegation of the Driving4uRotterdam Directorate, which is the direct contact is with the complainant. If the complaint affects a client, depending on the nature of the complaint, complaint, an independent representative of the client.

Article 3. The complaint

A complaint is any form of notification by e-mail to complaint@driving4urotterdam.nl of dissatisfaction or dissatisfaction with a person taken or dissatisfied. Proposed decision, work carried out, conduct and/or statements from Driving4uRotterdam.

Article 4. The procedure

The complaint referred to in Article 3 shall be brought by the submission of a formal complaint by e-mail to Complaint@driving4urotterdam.nl (as mentioned above in Article 3)

The complaint shall include at least:

- name, all contact details and date;
- a brief and clear statement of the complaint and the grounds on which it is based, based on the complaint, with the submission of any information applicable written documents;
- indication of the date of decisions taken or envisaged, conduct and/or expressions to which the complaint relates;
- a clear description of what the complaints committee is required to do have to give a ruling.

The Complaints Committee will confirm receipt of the report in writing within two weeks. complaint to the complainant stating the date on which the complaint was filed.

The complaint will be assessed within two weeks of submission on the basis of admissibility by the complaints committee.

If the complaint is admissible, a decision will be made within a maximum period of six weeks. After submission of the complaint. If the Complaints Committee has been asked to cannot reach a decision, the processing time may be increased by a maximum of four weeks. The reasons for this extension will be recorded.