

Complaints scheme De Verzuimmakelaar B.V.

For the purpose of this scheme, below definitions are understood to mean the following:

- De Verzuimmakelaar B.V.: the Private Company De Verzuimmakelaar B.V., which provides occupational health services;
- The management board: the day-to-day management of De Verzuimmakelaar B.V.;
- The complainant: the person who files a complaint (a complaint is an expression of dissatisfaction about a service rendered, person or product) and/or their authorized representative.

Article 1

Everyone has the right to file a complaint with De Verzuimmakelaar B.V. regarding the manner in which De Verzuimmakelaar B.V. or persons working under the responsibility of De Verzuimmakelaar B.V. have conducted themselves in a particular manner towards them or towards another person.

Article 2

De Verzuimmakelaar B.V. shall ensure proper handling of any oral and written complaints.

Article 3

The management board is responsible for handling complaints. Should the complaint be directed against the management board, the management board shall ensure the complaint is handled by an independent person.

Article 4

Written complaints must meet the following requirements:

- name, address, telephone number (if possible) of the submitter;
- date of complaint;
- brief description of the complaint;
- signature.

At the request of the complainant, an orally submitted complaint will be put in writing. The period (see Article 9) within which the oral complaint should be handled by De Verzuimmakelaar B.V. starts the moment the oral complaint is submitted.

Article 5

As soon as De Verzuimmakelaar B.V. has addressed the complaint to the satisfaction of complainant, the obligation to continue to apply this scheme shall lapse.

Article 6

Within 10 working days after receipt of the written or oral complaint, an acknowledgment of receipt shall be sent to the complainant. The acknowledgment of receipt contains information about how the complaint is handled and a brief description of the facts to which the complaint pertains.

Article 7

De Verzuimmakelaar B.V. shall not be required to handle a written or oral complaint if it is unambiguously established that not De Verzuimmakelaar B.V. but a third party is the subject of the complaint. Unless these third parties have been hired by De Verzuimmakelaar B.V. to help with the occupational health process. In that case De Verzuimmakelaar B.V. shall be required to handle the written or oral complaint.

De Verzuimmakelaar B.V. shall not be required to handle a written or oral complaint if it concerns conduct that took place and/or statements that were made more than one year before the complaint was filed. The complainant shall be notified in writing of the decision not to handle the complaint as soon as possible, but no later than four weeks after receipt of the complaint.



Article 8

A copy of the complaint shall be sent to the person whose conduct is the subject of the complaint.

De Verzuimmakelaar B.V. shall give the complainant and the person whose conduct is the subject of the complaint the opportunity to be heard. The place and time of the hearing shall be determined by De Verzuimmakelaar B.V., possibly by phone.

Both the complainant and the person whose conduct is the subject of the complaint shall have the right to inspect all relevant documents relating to the complaint. De Verzuimmakelaar B.V. shall determine the place and time of such inspection. Upon request, both the complainant and the person whose conduct is the subject of the complaint can receive free copies of these documents.

A report of the hearing shall be drawn up, which report shall be sent by De Verzuimmakelaar B.V. to the complainant and to the person whose conduct is the subject of the complaint, respectively. De Verzuimmakelaar B.V. may refrain from hearing the complainant if the complaint is clearly unfounded or if the complainant, or the person whose conduct is the subject of the complaint, has stated not to wish to exercise their right to be heard.

The complainant and the person whose conduct is the subject of the complaint may bring witnesses and experts at their own expense. In special cases, De Verzuimmakelaar B.V. may decide to bear all or part of these costs.

Article 9

De Verzuimmakelaar B.V. shall handle the complaint within 4 weeks after receipt of the complaint. Upon completion of the investigation, additional investigations may be conducted if, after the views have been set out, facts and circumstances become known that may be important for assessment of the complaint. Both the complainant and the person whose conduct is the subject of the complaint shall be informed thereof.

Article 10

If the complainant or the person whose conduct is the subject of the complaint do not comply with the request of De Verzuimmakelaar B.V. to appear, provide information, submit documents, or otherwise cooperate with the investigation, De Verzuimmakelaar B.V. shall address the complaint based on the available data.

Article 11

De Verzuimmakelaar B.V. shall inform the complainant and the person whose conduct is the subject of the complaint, in writing and in a substantiated manner, of the findings of the investigation into the submitted complaint as well as of any conclusions De Verzuimmakelaar B.V. has reached. In this written notification, the complainant shall be informed by De Verzuimmakelaar B.V. of the possibility to file a complaint with the Disputes Committee (see Article 13) or the Dutch Consumer Association or to take legal action.

Article 12

De Verzuimmakelaar B.V. shall register all received complaints and issue an annual report on the number and nature of the complaints as well as on the measures taken to handle these complaints.

Article 13

If the complainant does not want to have the complaint assessed directly by De Verzuimmakelaar B.V., the complainant can also contact the Disputes Committee for Occupational Health Services in accordance with the Care Sector Quality, Complaints and Disputes Act. De Verzuimmakelaar B.V. shall declare that it will recognize the ruling of the Disputes Committee.

**Article 14**

This scheme came into effect on December 1, 2022, and shall replace any earlier versions.

Article 15

This scheme shall be known as 'Complaints Scheme De Verzuimmakelaar B.V.'

Version june 2025

Versie juni 2025