



# **COMPLAINTS PROCEDURE**

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## Complaints procedure

**Oranjegroep works with a complaints procedure. In this document you can read more about this procedure.**

The Oranjegroep highly cares about the satisfaction of its customers and employees. We always strive to deliver the highest quality in every element of our services. Nevertheless, it is possible that you have a complaint about us. By means of this procedure, we will handle these complaints in a uniform and transparent manner.

### For whom is this procedure intended?

Our complaints procedure is intended for our employees, customers and third parties. Complaints can be of a general, operational or financial nature. They therefore relate to:

- the services of Oranjegroep;
- norm-breaking behaviour such as (sexual) harassment, violence, discrimination, bullying.

Oranjegroep employees as well as clients and third parties can submit a complaint.

We ask you to bring complaints to the attention of the person directly involved in the first instance. If your complaint has not been sufficiently dealt with, you can always submit your complaint.

### How to file a complaint?

If you want to file a complaint about our services, we kindly ask you to submit your complaint to us in writing. You can do this by sending an email to [hflex@oranjegroep.nl](mailto:hflex@oranjegroep.nl). You can also file a complaint by letter brief to "Oranjegroep HR Flex". Our address is: Van Vollenhovenstraat 10, 3016 BH Rotterdam.

When submitting a complaint, make sure that it is provided with a clear substantiation and any evidence.

If you want to report norm-breaking behaviour (such as (sexual) harassment, violence, discrimination, bullying, etc.), you can do so by contacting our confidential advisor. The confidential advisor can be reached via [confidential@oranjegroep.nl](mailto:confidential@oranjegroep.nl).

### Handling of your complaint

The handling of the complaints is determined on the basis of the nature of the complaint.

We strive to contact you within one week after receipt of your complaint and will discuss with you within which period we will respond to the content of the complaint.