



Complaints procedure

Online publication



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VERSIE INFO

Uitvoering door: Medewerkers Afdeling HR Flex
Eindverantwoordelijke: HR Flex Manager
Procedure geschreven door: NAAM - afdeling HR Flex
Procedure geaccordeerd [06-2023], door Afdelingsmanager
op:
Procedure beoordeeld door: Afdelingsmanager HR Flex

Wie zijn de verantwoordelijken in dit proces en beheren daarmee de manual?

R- verantwoordelijk	HR Flex - Lega
A- eindverantwoordelijk	Afdelingsmanager HR Flex
C- geraadpleegd vooraf	HR Flex - Lega
I- geïnformeerd achteraf	

Risico-inventarisatie

AVG	tbd
CAO	tbd
Fiscaal	tbd

Versiebeheer

Versie 1.0	Eerste publicatie
Versie 1.1	06-2023 03-
Versie 1.2	2025



Complaint procedure

The Oranjegroep has a complaints procedure. On this page you can read more about our complaint's procedure.

The Oranjegroep attaches great importance to the satisfaction and wishes of our temporary workers and clients. We strive for the highest quality of our services. Nevertheless, it may happen that you have a complaint about us. Through this procedure we want to handle complaints in a uniform and transparent way.

For whom is the complaint procedure intended?

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

- the services provided by Oranjegroep;
- transgressive/norm-breaking behavior such as (sexual) harassment, violence, discrimination, bullying, etc.;

Both employees of Oranjegroep and clients and third parties can file a complaint.

Please bring complaints to the attention of the person directly involved in the first instance. If your complaint has not been adequately dealt with, you may file a complaint as follows.

How do you file a complaint?

If you wish to report a complaint about our services, please submit it to us in writing. You can do this by sending an e-mail to hflex@oranjegroep.nl. You can also submit a report or complaint by letter to "Oranjegroep HR Flex", our address is: Van Vollenhovenstraat 10, 3016 BH Rotterdam.

When submitting a complaint, please ensure that it is accompanied by a clear substantiation and any evidence.

If you wish to report norm-breaking behavior (such as (sexual) harassment, violence, discrimination, bullying, etc.), you may do so by contacting our confidential advisor. The confidential advisor can be reached via confidential@oranjegroep.nl.

Handling of your complaint

The treatment of complaints will be determined based on 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.

ORANJEGROEP 