

Procedure for Handling Customer Complaints

1 Introduction

This procedure describes how the Netherlands Forensic Institute (NFI) handles customer notifications (compliments and complaints).

2 Scope

In this procedure customers are: business relations of the NFI.
In this procedure complaints are: any remark for improvement.

This procedure applies to all types of customer notifications regarding products and services provided by the NFI.
Complaints pursuant to Article 9 General Administrative Law are not covered by this procedure.
Security incidents also fall outside this procedure.

3 Purpose

The purpose of this procedure is to ensure high customer satisfaction by handling complaints quickly, customer friendly and correctly. In case of an error, the goal is to immediately restore the error and prevent the error from being repeated.

4 Method / Implementation

4.1 Notification form

The NFI encourages the use of the notification form available through the NFI web page. Complaints that reach the NFI in other ways are forwarded to the Quality Coordinator of the involved division without delay.

4.2 Assessing the complaint

The Quality Coordinator is responsible for complaint handling.

The Quality Coordinator will decide whether the customer has to be contacted or not and who will contact the customer. The customer will be contacted anyway if the handling of the complaint will take more than 4 weeks. The contact is aimed at getting more detailed information about the complaint and about the expectations of the customer. The Quality Coordinator also decides whether the head of department BDE and/or the General Director of the NFI is to be informed.

4.3 Registration of the complaint

All complaints and the handling are registered in the notification module of Inception by the Quality Coordinator.

4.4 Identifying solutions

When handling the complaint, the following steps are taken:

- The Quality Coordinator will establish a facts relay as soon as possible and involve relevant colleagues and the head of the division.
- The Quality Coordinator draws up a draft letter for the customer as soon as possible.
- Involved colleagues and the head of the division respond to the draft letter as soon as possible.

- After this, the letter will be finalized and sent to the customer.

The complaint letter must be sent within 50 days after the first contact with the customer. The complaint must be handled within Inception within the same deadline. If the handling of the complaint required more time, the customer is informed by the Quality coordinator. An explanation is given and a new response time is agreed on.

4.5 Handling of administrative complaints regarding reports and compliments

There is a short procedure for handling compliments and complaints regarding administrative errors reports.

Requests for a revised report due to incorrect basic information caused by an error of the NFI are registered as complaints in Inception. If the conclusions in the report are not affected, they follow the short procedure.

The Quality Coordinator handles these complaints. Compliments are registered in the same way as complaints, but also follow a shortened procedure.

4.6 Evaluation

Every month the team manager Quality evaluates the handling of the complaints and decides whether the director of the institute should be involved in the complaints handling.

Annually the team manager Quality evaluates handling of the complaints as input for the management review.

5 Disputes

All disputes which cannot be resolved through the complaints procedure and/or by mutual agreement will be settled by the Dutch Arbitration Institute in accordance with the Rules of Procedure Of the Dutch Arbitration Institute (NAI) (<http://nai-nl.org>).

The place of arbitration will be The Hague, The Netherlands.

The judgment of the Dutch Arbitration Institute is binding on the NFI in accordance with Article 51 of the Arbitration Regulations (2010).