

# 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.

These are dealt with by the Legal Affairs Department. 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 Coordinator of External Notifications without delay.

### 4.2 Assessing the complaint

The head of the department BDE is responsible for complaint handling. The Coordinator of External Notifications will inform the head of BDE immediately to assess the complaint.

The head of BDE will then decide who will contact the customer (the account manager or the head of department BDE ) on basis of the nature and impact of the complaint, the circumstances, etc.

The contact is aimed at getting more detailed information about the complaint and about the expectations of the customer. The head of department BDE also decides whether the General Director of the NFI is to be informed.

### **4.3 Registration of the complaint**

All complaints are immediately registered in the notification module of Icologic by the Coordinator of External Notifications (CEN). The original complaint is scanned or recorded as a digital file in Icologic. The coordination of the complaint in Icologiq is assigned to the CEN. Messages are sent to and requests are assigned to other employees involved in the complaint. All correspondence and documentation regarding the complaint is recorded by the actionholder or coordinator in Icologic.

### **4.4 Identifying solutions**

When handling the complaint, the following steps are taken:

- After contacting the customer, the Quality coordinator(s) will establish a facts relay as soon as possible using the 4XO-methodology for identifying root causes, impact, action to be taken and to check the effectiveness of the action(s).
- The Coordinator for External Notifications (CEN) draws up a draft letter for the customer as soon as possible.
- The BDE Head of Division, Account Manager, Quality Coordinator(s) and the department of Legal Affairs, have 2 business days to respond to the draft letter.
- After this, the letter will be finalized as soon as possible and the letter will be signed by the head of BDE and will be 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 Icologic within the same deadline. If the handling of the complaint required more time, the customer is informed by the CEN. An explanation is given and a new response time is agreed on. This is registered in Icologic.

### **4.5 Follow up**

If necessary, the CEN will contact the relevant quality coordinator and generate an internal notification in addition to sending the letter to the customer.

The customer is contacted to make sure the customer is satisfied with the solution and that we have taken care of their concern.

The complaint is approved by the head of BDE and the registration is formally closed by the external coordinator.

### **4.6 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 Icologic. If the conclusions in the report are not affected, they follow the short procedure.

The Quality Coordinator handles these complaints. The account manager and CEN are informed about these complaints and the Legal Affairs department may be asked for advice on indication of the CEN. No separate letter is drawn up and no follow up takes place.

Compliments are registered in Icologic in the same way as complaints, but also follow a shortened procedure. The CEN records the positive notification and informs the employees concerned. The BDE division assesses the compliment and the external coordinator closes the file.

#### **4.7 Evaluation**

A Quality officer within the P&O department evaluates all complaints annually 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).