

## **Complaints procedure Talent4NL (v\_20180920)**

### **Are you not satisfied with our services?**

Please let us know, you can always call us or send us an e-mail. We will answer your questions and will try to find a solution.

### **Do you officially want to submit a complaint?**

This is possible in two ways:

1. By sending an e-mail to [info@talent4NL.com](mailto:info@talent4NL.com)
2. By sending a letter to:

Talent4NL

Padualaan 8

3584 CH Utrecht

Always mention your own contact details like name, e-mail address and telephone number.

### **What happens with your complaint?**

Roos Nieuwenhuis or Maggy Ovaa, co-founders of Talent4NL, will contact you within 2 working days and will try to solve the complaint. If more time is needed to solve your complaint we will let you know. We will always treat your complaint confidentially. Your complaint will be stored in our administration for two years.

### **What if you do not agree with our decision?**

You can turn to Mrs Veldman, LLM, independent mediator. Contact: 030-7508844 or [veldman@vamadvocatuur.nl](mailto:veldman@vamadvocatuur.nl)

If she judges in favour of you, Talent4NL accepts this decision and will deal with the consequences.