

GENERAL COMPLAINTS AND OBJECTION PROCEDURE

This procedure applies to external complaints and objections, from outside the Liliane Foundation. There is a separate procedure for internal complaints.

ARTICLE 1: Definitions

- a. **Complaint:** any expression of dissatisfaction with a type of conduct, an act or omission by Liliane Fonds and/or one or more of its employees and/or one or more of its Strategic Partner Organisations (SPOs).
- b. **Objection:** an expression of dissatisfaction with a decision by Liliane Fonds.
- c. **CBF:** Centraal Bureau Fondsenwerving (Central Fundraising Bureau).
- d. **Director:** the director of Liliane Fonds.
- e. **Employee:** every person performing work for Liliane Fonds under the responsibility of the organisation on the basis of an employment contract or otherwise (volunteers, interns, seconded employees).

ARTICLE 2: Right of complaint and objection

- a. Everyone has the right to submit a complaint or objection to Liliane Fonds about the way in which Liliane Fonds has behaved towards him or someone else on a certain occasion. SPOs can also invoke this procedure. Partner Organisations (POs) must initially turn to an SPO in the event of complaints about an SPO, but they can also use this complaints procedure in accordance with the provisions in Article 6(g).
- b. An act by an employee working under the responsibility of Liliane Fonds is deemed to be an act by Liliane Fonds.

ARTICLE 3: Submitting a complaint or objection

- a. Complaints can be submitted both verbally and in writing. An objection must at all times be submitted in writing, within the term set for this in the decision against which the objection is aimed. Written complaints and objections can be submitted to Stichting Liliane Fonds, Havensingel 26, 5211 TX 's-Hertogenbosch, the Netherlands or voorlichting@lilianefonds.nl (for complaints from the Netherlands and Belgium) / complaints@lilianefonds.nl (complaints from other countries).
- b. If the complaint or objection cannot be dealt with within 4 weeks, the complainant or petitioner will receive a confirmation of receipt within one week, which will include information about the next steps in the procedure.

ARTICLE 4: Proper handling

Liliane Fonds ensures the proper handling of objections and verbal and written complaints about its actions.

ARTICLE 5: Procedure

Complaints with regard to the policy, activities or communications of Liliane Fonds

- a. Complaints are handled by the general manager of the department/team to which the complaint relates specifically. These complaints are also communicated to the director.
- b. The complaint, the date of receipt and the action taken are recorded in a central complaints and objections log.

Complaints with regard to individual employees or SPOs

- c. Complaints are in the first instance handled by the general manager of the department/team to which the employees belongs. Complaints that concern the manager himself are handled by the director.
- d. The employee to whom the complaint relates is entitled to inspect all data that is relevant to him, insofar as this does not cause damage to third parties.
- e. The employee about whom a complaint has been made is entitled to file a defence.
- f. Complaints about employees are treated discretely. The person who handles the complaint may not disclose information to persons who are not involved and/or who have no interest in being informed.
- g. A PO has the right to invoke this complaints and objection procedure, subject to conditions. First, the PO must at all times approach its own SPO and submit the complaint or objection to the SPO for consideration first. Failing to do so makes the submission of the complaint or objection to LF automatically inadmissible. Secondly, the PO must formulate a clear reasoning and substantiation for the complaint or objection, particularly also why it is so compelling that the LF route was chosen.
- h. Articles 9, 10 and 11 also apply to the above procedure.

Objections

- i. Complaints are handled by the general manager of the department/team to which the objection relates specifically. These objections are also communicated to the director.
- j. The objection, the date of receipt and the action taken are recorded in a central complaints and objections log.
- k. Articles 9, 10 and 11 also apply to the above procedure.

ARTICLE 6: Hearing

- a. The complainant/objector and the person whose act the complaint/objection relates to will be given the opportunity to be heard.
- b. If it the complaint/objection is manifestly unfounded, hearing the complainant/objector and the accused can be decided against.
- c. The complainant/objector and the accused may waive the right to be heard.

ARTICLE 7: Inspection

- a. The complainant/objector and the person whose act the complaint/objection relates to will be given the opportunity to inspect all relevant documents concerning the complaint/objection.
- b. If the complaint/objection is manifestly unfounded, the right of inspection of the complainant/objector may be decided against.
- c. The complainant/objector and the accused may waive the right of inspection.

ARTICLE 8: Representation

- a. The complainant/objector and the person whose act the complaint/objection relates to have the right to be represented by a person designated by him.
- b. If the complaint/objection is manifestly unfounded, the right of representation of the complainant/objector may be decided against.
- c. The complainant and the accused may waive the right to representation.

ARTICLE 9: Response

- a. Complainants receive a written response within 4 weeks, (co-)signed by the director.
- b. Persons who submit an objection receive a written response within 4 weeks, (co-)signed by the director.

ARTICLE 10: External possibility of appeal

If the complaint or objection has been handled by Liliane Fonds unsatisfactorily, the complainant may submit a written complaint to the CBF (www.cbf.nl). This complaint will subsequently be dealt with in accordance with the complaints procedure of the CBF.