

## Complaints procedure

### Introduction

CHOICE for Youth and Sexuality finds it important that everyone can express their discontent about the organization in a simple manner.

In a conversation, by email or correspondence, the complainant may discuss what bothers, so that misunderstandings can be removed and discontent resolved. Moreover, as a result, it can prevent complaints in the future.

CHOICE's 'Complaints procedure' is an important instrument, it not only allows us to eliminate the person's discontent, but also as a possible contribution to the improvement of our organization and our efforts to achieve our mission.

### Contact information

[E]: [info@choiceforyouth.org](mailto:info@choiceforyouth.org)

[T]: +31 (0) 20 737 01 79

[A]: Keizersgracht 177, 1016 DR Amsterdam

### Definition of terms

- a. Complaint:  
Making known the discontent about the conduct of the organization or of persons working for the organization. Among conduct is defined as any act, omission or taking a decision which affects the activities of the organization.

### The course of the complaint handling

- 1.) A complaint can be send by e-mail, phone or a letter and is addressed to the Board of CHOICE.
- 2.) The complainant may at any time withdraw his complaint.
- 3.) Every complaint will be registered by the administrative officer in CHOICE's complaints register.
- 4.) The administrative officer will notify the Board about received complaints.
- 5.) The complaint will be discussed within the Board and handled by the Chair of the Board. Depending on the nature or scope of the complaint, the Chair may decide to handle the complaint to another member of the Board.
- 6.) The complainant will receive an acknowledgement of receipt by the administrative officer, and will be provided with more information on the follow-up of the 'Complaints procedure', information about the member of the Board who will process the complaint and how much time this process might take.
- 7.) Complaints, ideally, will be processed within two weeks after the receipt date.

- 8.) The person who processes the complaint can postpone the period mentioned in article 7 with two additional weeks. The complainant will be notified by e-mail/letter about the reasons of postponement by the administrative officer.
- 9.) The person who processed the complaint will send the complainant the conclusion about the complaint and, if applicable, the accompanying consequences.  
If the complainant does not agree with the conclusion, the complainant may appeal by who processed the complaint to come to a more satisfying agreement.