

Complaints procedure Debiteuren365.nl

1. If you have a comment and/or complaint about one of our services, you can make this known in four ways:

1. By telephone (088-0085200), if the said complaint cannot be made by telephone are handled, we request that you submit your complaint in writing
2. In writing to Debiteuren365.nl, Geldelozeweg 33, 1625 NW, Hoorn
3. Through our website www.debiteuren365.nl
4. Via the e-mail address info@debiteuren365.nl

If your response concerns a comment and/or complaint that you have sent by e-mail and/or via the website to us, you will receive a confirmation of receipt within 5 days.

All complaints must be motivated within 14 days after the incident where the complaint was made pertains to be submitted.

Debiteuren365.nl will take the necessary measures to respond to your comment and/or complaint answer within 14 working days and handle it satisfactorily. Between the period of receipt of your comment and/or complaint and the response thereof we will temporarily maintain our debtor management process so that you do not become written to.

The employee concerned or a designated employee, respectively, is responsible for: a prompt and proper handling of the complaint.

To avoid unnecessary delay in the handling time, we emphasize importance of clearly stating name, address, telephone number and Debiteuren365.nl file number and underlying relevant documents.

The decision on the complaint will be communicated to the complainant in writing, after which Debiteuren365.nl will continue the collection process after answering your complaint do stop.

Are you not satisfied with the handling of your comment and/or complaint which, according to above procedure has been dealt with, then you have the option to file the complaint with motivation why you cannot agree with the settlement of this in writing serve with the management of Debiteuren365.nl, Geldelozeweg 33, 1625 NW, Hoorn.

Upon receipt of your letter, your comment and/or complaint will be re-examined and, if possible, a suitable solution will still be sought.

To avoid unnecessary delay in the handling time, we emphasize importance of clearly stating name, address, telephone number and Debiteuren365.nl file number and underlying relevant documents.

Please note: management complaints will only be handled if the regular complaints process has been followed.

All complaints are registered by an employee designated for the registration and analysis of complaints.

The complaint is classified according to method of submission (oral, written) and according to nature of the complaint according to the following categories:

- a) complaints about the working method/treatment by the employee;
- b) complaints about legal-substantive aspects of the services;
- c) complaints about financial aspects of the service;
- d) complaints about practice in general.

The registered complaints are collected annually by the designated employee, who then reports internally on the handling of complaints, the processes data and makes an annual analysis of the complaints.

The designated employee also makes recommendations to prevent new complaints, as well as to improve procedures.

Where necessary, measures for improvement are prepared and planned.