



## COMPLAINT

### Why use this form?

You can submit a complaint if you are dissatisfied with the services or working methods of NVAO. For example, if you have received incorrect information or have been treated inappropriately by a member of staff or a panel member. A complaint is thus not about the content of a decision. The NVAO's External Complaints Procedure does not apply to complaints about conduct that took place during Flemish assessment procedures.

The receipt of your written complaint will be confirmed by e-mail within 10 working days. You can send this form both digitally and by post.

We handle your data and privacy with care.

Do you have any questions? Please go to [www.nvao.net](http://www.nvao.net).

### Your details

Name & initials\*

Address\*

Postal code and city\*

Country\*

Phone number\*

*Please fill in a phone number where we can reach you on weekdays between 8.00 and 17.00 hours. We will preferably contact you by telephone to discuss your complaint.*

Email address

*Email is not a secure way of exchanging information. However, we offer you the possibility to provide us with an email address so that we can email you about your complaint. If you want us to do that, you must give us your permission.*

Do you give the NVAO permission to email you about this complaint?

Yes, I authorise you to email me about this complaint.  
No, I do not give permission for you to e-mail me about this complaint.

*\* Mandatory fields. The other fields are not mandatory but will help us to handle your complaint properly.*

## Description of your complaint

Please describe your complaint below.\* Do you need more space? Please send an attachment.

\* *Mandatory field.*

## Explain your complaint in person

Would you like to explain your complaint in person?

Yes.

No. We may call you anyway. We will only do that if we have questions about your complaint.

## Sign

Date\*

- -

Attachments (number of)

Your signature\*

*\* Mandatory fields.*

## Send

Send the form as follows:

- digital uploading on the complaints page on our website: <https://www.nvao.net/en/complaints>
- by post: print the form, sign it and put it together with your attachments in a stamped envelope. Send it to:

**Accreditation Organisation of the Netherlands and Flanders**

attn: Complaint Officer

Parkstraat 83

2514 JG The Hague

Netherlands