

Complaints procedure Stichting Effectief Doneren

The Effectief Doneren Foundation views complaints and feedback as a chance to explore how and where we can improve our operations. Do you see opportunities for improvement? Or, are you dissatisfied with how we are functioning? If so, please let us know.

Complaint

A complaint is a verbal or written expression of dissatisfaction with the information, services and/or activities offered by the organization Doneer Effectief.

You can submit your complaint through various channels

- Digitally by sending an e-mail or a call-back request via the contact form on our website www.doneereffectief.nl.
- By letter sent to Stichting Effectief Doneren, Honk 14, 5502VL Veldhoven

We consider a complaint admissible when it is not submitted anonymously.

Response

All signed feedback and complaints received by us will be considered. We will do our best to send you a follow-up response within 5 working days. If it is not possible for us to get back to you in this timeframe we will communicate this to you.

Complaints received will be treated confidentially. The handling of complaints is done in such a way that privacy is guaranteed.

Determined by the Board of Doneer Effectief on October 28, 2022