**T.M.C. Asser Instituut Complaints Procedure 2019**

*Introduction*The T.M.C. Asser Instituut aims to ensure satisfaction and continuous improvement of – service quality. Wherever work is done, mistakes are, of course, possible and misunderstandings may arise. If you are dissatisfied with one of our staff members, a program or training, our services or any other aspect of our organization, we strongly urge you to let us know as quickly as possible. Your remarks will receive very careful consideration. If desired, we will explore an appropriate solution with you.

*Resolve your complaint over the phone*Complaints are often best resolved by discussing them (by telephone or in person). We recommend that you start by contacting us to talk about the problem by telephone or to arrange an appointment to meet with us.

If the complaint concerns a specific person, the best way to start is to try to solve it with the individual concerned. If that effort fails, or if you have reasons to avoid this course of action, you may also contact Ms Maria Sperling\* *Formal written complaints procedure*If your problem is not resolved following a conversation, or if you do not feel this course will be conducive to resolving the complaint, you may submit the complaint in writing. To this end, please download the Complaints Form, which you will find *at the top right.* You may then send the completed and signed form to:

Stichting T.M.C. Asser Instituut
Complaints procedure secretariat
P.O. Box 30461
2500 GL The Hague

Alternatively, you may email a signed and scanned form to: klachten@asser.nl

*Complaints Committee*Mr. Drs. Gert Grift – managing director
Mr. Drs. Julien Simon – Complaints Committee secretary
Ms. Maria Sperling\* MA

In case of absences, the board shall add people to the committee.

Complaints will be registered and kept for a period of time in accordance with the applicable rules and regulations.

*Procedure for written complaints*The subsequent procedure is as follows:
The members of the Complaints Committee will review your complaint as promptly as possible and will consult the others concerned to devise a satisfactory solution. If the committee secretary is unable to provide a substantive response within a few days, he will in any case confirm receipt of your complaint in writing within five business days. In most cases, he will contact you as well to discuss the subsequent steps. You may also be requested to explain or elaborate.

The aim is to settle your complaint within three weeks. If the process takes longer, you will be notified about the reason and will receive progress updates throughout the procedure. Of course you will receive written confirmation of the outcome, once the procedure has been completed.

If parties can’t agree to a mutually agreeable outcome to settle the complaint, the T.M.C. Asser Instituut agrees to submit the complaint to a The Hague based Mediation office for a binding advice. Parties will share the costs of this mediation on an equal basis.

*Other aspects of the complaints procedure*In accordance with the rules applicable with respect to privacy protection, all aspects in settling your complaint will be recorded. The information will of course be treated with the utmost care and discretion. In certain situations, consulting external independent professional institutions may be necessary. When you submit your formal complaint, you will therefore be asked for permission to release relevant documents (or copies thereof) to any such experts. As is standard practice at the Institute, they will be requested to sign a non-disclosure agreement.

You may rest assured that we take all justified complaints on board when we evaluate our organization and will do our very best to take measures to minimize any recurrences of the problem concerned.

Agreed and determined by the Board of our Institute on 25 November 2019 in The Hague.

\**Ms Maria Sperling,* project manager at the T.M.C. Asser Instituut, designated 1st contact for taking complaints reported by telephone. She may be reached during office hours at +3170 3420310 or by e-mail at m.sperling@asser.nl.
(Should the complaint concern Ms Sperling’s performance, you may ask to speak with Mr Simon or Mr Grift.)