

Complaints Handling Procedure

IFES-Nederland is committed to providing high quality support for students. If you have a problem or a complaint about the service provided by IFES-Nederland or an employee of IFES-Nederland, it is much appreciated that you express this, either verbally or in writing. If so, please follow the procedure below:

- The complaint needs to be expressed to the person the complaint is about;
- If there is no way of mutual understanding, you should contact the direct supervisor;
- If you cannot also come to an agreement with the direct supervisor, you should then contact his/her supervisor etc. (see the order of complaints below)

Order of complaints

(From lowest to highest ranking)

- 1) Student
- 2) Student Worker
- 3) Senior
- 4) Management
- 5) Board
- 6) Complaints committee (SGL)

Complaints committee SGL

Stichting Gedragscode Leidinggevende (SGL, *in English: Code of Conduct for Supervisors Foundation*) has a network of professional Confidential Advisers to its disposal, which are able to assist the complainant in case of a complaints procedure. If you need to contact the foundation, you can call the following number: (+31) 6-53464403.

If you need advice or help in case of abuse by supervisors, you should also contact SGL.

For more information, visit the website of SGL (only in Dutch): <https://www.sgl-platform.nl/go/wie-zijn-wij/>

Inappropriate behaviour

In case of unacceptable, inappropriate behaviour concerning power, financial, and/or sexual abuse, you should contact the hotline of SGL directly by calling the following number: (+31) 6-53464403.