

COMPLAINTS PROCEDURE

The matters open to complaints

- conduct of the administrator or a staff member of the TAMI offices;
- conduct of an arbitrator or mediator in a procedure administrated by TAMI.

To make a complaint, please contact

The board of TAMI handles all complaints.

How to make a complaint

A complaint shall be made in writing by sending a letter or e-mail to bestuur@tami.nl

A complaint states:

- name, (e-mail) address and telephone number of the complainant
- the person the complaint refers to
- a description of the conduct that is subject of the complaint and the date on which the complainant became aware of the conduct.

The complaint's admissibility

A complaint will not be considered:

- If the complaint was not lodged within three months from the date on which the complainant became aware or could reasonably have become aware of the conduct subject to the complaint.
- If the complaint refers to conduct, the complainant already complained about that has been dealt with according to TAMI's complaint procedure.

The complainant will be informed in writing, giving reasons when a complaint will not be dealt with within 1 week of receiving the complaint.

How complaints are dealt with

Within 2 weeks of receiving an admissible complaint, the board of TAMI will contact the complainant either by telephone or in writing and examine whether the complaint can be settled by amicable means. The complainant will be informed in writing giving reasons for the way the complaint is dealt with.