



## COMPLAINTS PROCEDURE

Customer satisfaction is very important to us. A complaint or concern presents an opportunity for us to improve our quality. Therefore, please feel free to share any complaints or concerns with us. Rest assured, your complaint will be handled confidentially by our feedback team. In the following procedure, you will find details on how your complaint will be managed, as well as which reports fall outside the scope of this complaints process and will not be addressed.

### The procedure

1. To file your complaint, please email [feedback@paradigma.nl](mailto:feedback@paradigma.nl). To best serve you, we ask that you include the following information with your complaint report:
  - Your name
  - Date of birth
  - The name of your employer
  - If applicable, your contact person
  - The label/company name the complaint is about
  - The name of the professional you wish to complain about
2. After you submit your complaint, we will send you a written acknowledgement of receipt.
3. As part of the adversarial process, the complaint will be presented to the professional the complaint is about and the team leader or line manager. The professional will respond in writing to team feedback.
4. Team feedback receives the written response from the individual and will formulate the response in terms of content and send it to you.
5. If you do not agree with the handling of your complaint, you can notify Team Feedback in writing within one calendar month. You will be given the opportunity to explain the handling of your complaint to the appointed person with final responsibility, in most cases a member of the management. The interviews will preferably take place at the location in Nieuwegein. In some cases the conversation can be held by telephone. We strive during this conversation to find a mutually satisfactory solution. You will receive a written confirmation of the meeting.

### Exceptions

There are situations where our complaint procedure does not apply:

- If you have questions or comments about an invoice, please contact Finance at [finance@paradigma.nl](mailto:finance@paradigma.nl);
- If you believe you have suffered financial loss as a result of the acts or omissions of one of our employees, please direct your claim to the Legal Department at [privacy@paradigma.nl](mailto:privacy@paradigma.nl).

### Retention period

Your complaint handling data will be kept for up to 5 years after the complaint is settled.

### Questions?

If you have any questions following the complaints procedure, please contact Team Feedback at [feedback@paradigma.nl](mailto:feedback@paradigma.nl).



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