

Complaints Procedure Prince Claus Fund

Complaints can be initially directed to the Director of the Prince Claus Fund. If this does not lead to an acceptable solution, it is possible to present a reasoned complaint to the Board of the Fund.

An official complaint must be signed and include the following information:

- Date of submission
- Name and address of the person submitting the complaint
- Function (if relevant)
- Relation to the Fund
- The specific complaint
- Substantiation or motivation of the complaint

If the letter of complaint does not meet the requirements mentioned above, the notice is returned with a request to add the missing data.

Within 30 days of receipt of the full complaint, the Board must assess the complaint and prepare a decision based on the nature of the complaint, and if necessary, take action. For example, the Board may deem it necessary to contact the person who submitted the complaint, the Director, and/or an employee of the Fund.

The board will send a copy of the official complaint and later a copy of the decision after examining the complaint to the Director of the Fund. All written objections are recorded in the register of complaints. The register also includes the handling of complaints, namely the date and content of the decision.

Complaints can be addressed to:

Prince Claus Fund
Herengracht 603
1017 CE Amsterdam

Attn. the Director or the Board or per e-mail via the executive assistant Adrienne Schneider:
a.schneider@princeclausfund.nl

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