
Formal Complaints Procedure

As part of the BREEAM-NL Certification System

Version: Final

Date: See document name

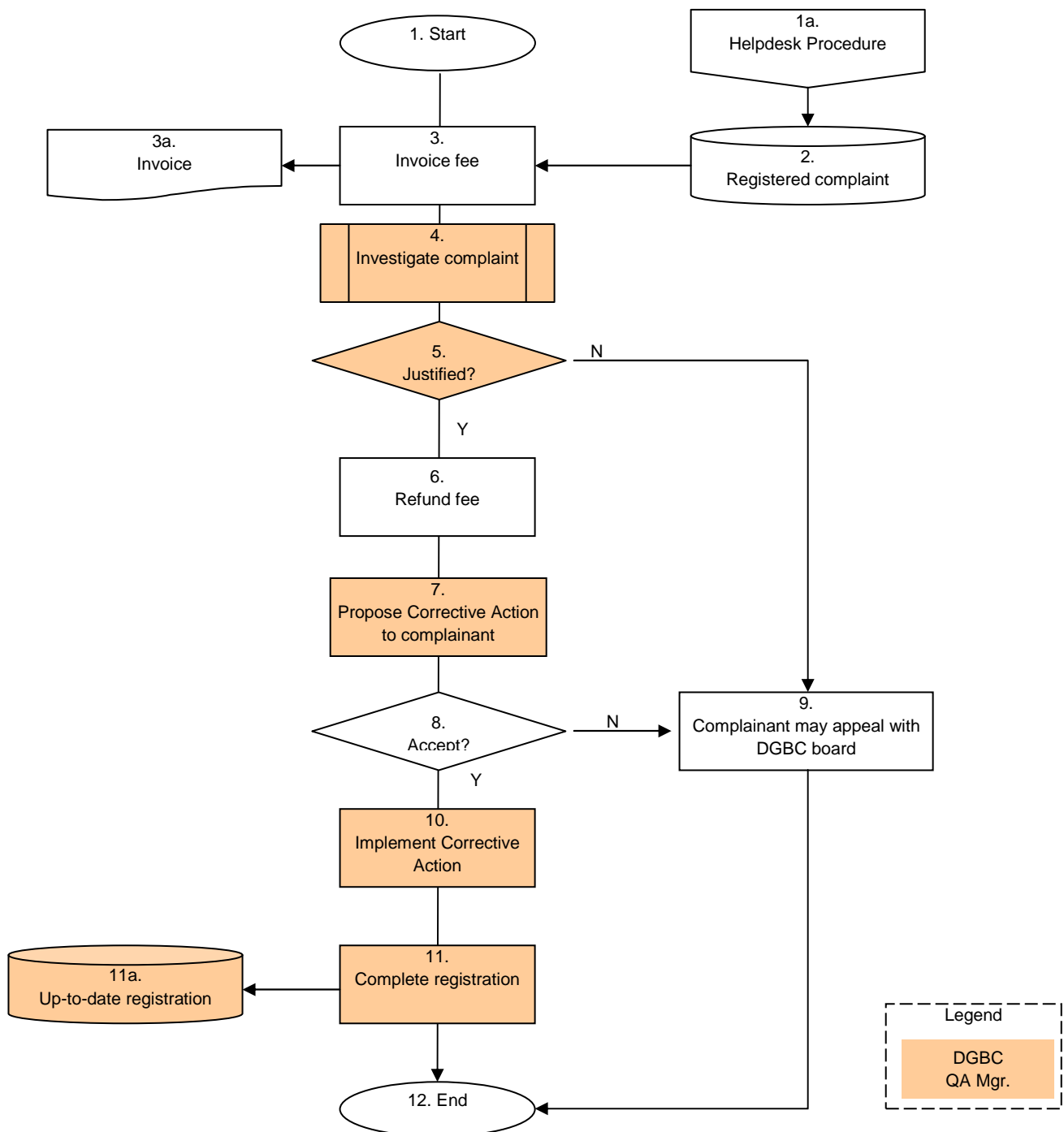
Author: Mark Spetter

Document: 090930 BREEAM-NL Procedure Formal Complaints & Appeals_ENG

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Flow diagram Formal Complaints & Appeals



Notes

- This procedure covers formal complaints.
- Formal complaints need to be addressed to the helpdesk@dgbc.nl mail address, mentioning 'Formele klacht' ('formal complaint') in the subject title. Only written complaints are dealt with.
- This procedure only deals with complaints that were elevated to formal complaints because they could not be solved amicably. If they were solved amicably they remain at the level of the helpdesk procedure and registered accordingly.
- This procedure deals with complaints regarding issues that concern the DGBC operation. In issues raised by e.g. a client regarding an assessor, DGBC may play a role such as the role of moderator or negotiator, but those issues do not necessarily fall under this complaints procedure. They will be dealt with as deemed fit by the parties concerned.
- If a party disagrees with a DGBC decision to either refuse acceptance of credits, or refuse or revoke certification, then the party must first file a formal complaint. Only when the complaint is not dealt with to the satisfaction of the complainant, may the party appeal (see below).
- Disputes (differences of opinion) are not logged as formal complaints but dealt with by the DGBC operation. Unsatisfactory resolution of a dispute may lead to a complaint.
- If stakeholders want to formally lodge a complaint, they will be notified (part of the Helpdesk procedure) of the refundable fee applicable. This fee will be refunded if the complaint is deemed justified, independent of the outcome.
- In order to deal with complaints impartially, the DGBC QA manager always needs to consult at least one external party, competent in the matter at hand, and chosen in consultation with the complainant.
- Throughout the process, DGBC regularly updates the complainant of the status and progress.

Appeals

- If the complainant is of the opinion that his / her complaint was not dealt with properly, he / she may appeal with the DGBC board. This board is an independent body from the DGBC operation as defined in its statutes.
- The board, in its turn, will consult at least one external party, competent in the matter at hand, and chosen in consultancy with the appellant.
- Appeals need to be addressed in writing to:

Voorzitter DGBC bestuur

**p/a Redevco B.V.
T.a.v. de heer J.C. Gillis MBA FRICS
Postbus 94277
1090 GG AMSTERDAM**

- The board's decision on the appeal is binding to all parties.

Flow diagram explanation

#	Explanation
1	Start
1a	The issue has been registered as described in the Helpdesk procedure, and has been issued a reference number.
2	The database contains the registered complaint.
3	The amount for lodging a complaint –as detailed in the certification system manual- is invoiced
4	The DGBC QA manager investigates the complaint, always consulting at least one external party, in consultation with the complainant.
5	Is the complaint deemed justified?
6	The complaint fee is refunded
7	The suggested Corrective Action is proposed to the complainant
8	Does the complainant accept the proposed Corrective Action?
9	Inform the complainant that he / she may appeal with the DGBC board. The DGBC board will eventually decide whether or not the fee is to be refunded.
10	The DGBC QA manager is responsible for implementing the Corrective Action within a reasonable timeframe
11	Complete the registration
11a	An up-to-date database
12	End