



**Disclaimer:**

The IKB Kip certification scheme has been translated with the greatest care and accuracy. In the event of any disagreement concerning the correct translation, the content, interpretation and operation of the IKB Kip certification scheme, the Dutch text of the IKB Kip certification scheme takes precedence in all cases.

**IKB KIP COMPLAINTS PROCEDURE**

**DEFINITIONS**

Article 1

This Complaints Procedure is an annex of the IKB Kip General Terms of Conditions. This procedure uses the same definitions as the GTC IKB Kip.

**LODGING A COMPLAINT**

Article 2

1. A complaint regarding the IKB Kip certification scheme must be submitted in writing to the secretariat of the IKB Kip CCvD (National Panel of Experts):  
Mailbox 2703  
3430 GC Nieuwegein
2. The complaint must include the following information:
  - a. KIP number or registration number (if applicable);
  - b. Name and address;
  - c. whether complainant is participant in IKB Kip; if so: indicate in which link;
  - d. clear description of the complaint;
  - e. if applicable, reference to a previous complaint and associated ruling.Only complaints containing all the necessary information are considered.

**HANDLING OF COMPLAINT**

Article 3

1. The secretariat will discuss the complaint with the IKB Kip CCvD. If the complainant wants to remain anonymous to the IKB Kip CCvD, this must be indicated when the complaint is sent. The complaint is lodged anonymously.
2. The secretariat will submit the (anonymised) claim to the IKB Kip CCvD before it is returned to the complainant.
3. If the complaint does not result in an adjustment to the IKB Kip certification scheme, the IKB Kip scheme manager is not informed of the complaint or the ruling on the complaint.
4. If the complaint does result in an adjustment to the IKB Kip certification scheme, the IKB Kip scheme manager is informed of the background behind the amendment to the scheme as the scheme is amended.



## Annex 9 IKB Kip Complaints Procedure

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### **RULING**

#### Article 4

Within four weeks from receiving the complaint, the complainant receives a written ruling on the complaint from the IKB Kip CCvD secretariat.

### **RESPONDE TO THE RULING**

#### Article 5

1. If the complainant disagrees with the ruling on the complaint and if the complainant is IKB Kip certified, the only way in which the complaint can continue is in the form of a dispute in accordance with the 'IKB Kip dispute resolution regulation' (Annex 3 of the GTC IKB Kip).
2. If the complainant disagrees with the ruling on the complaint and is not IKB Kip certified, then the complainant can send a one-off response within four weeks from receiving the decision on the complaint. This will lead to a reassessment of the decision, after which the conclusion regarding the reassessment is sent back. The response is submitted and the ruling is sent in accordance with the same procedure described in Articles 2, 3 and 4.

### **CONCLUDING PROVISIONS**

#### Article 6

This procedure is referred to as the 'IKB Kip Complaints procedure'.