



## **Complaints Procedure**

### **General**

Artisa makes every effort to maintain high standards and provide high-quality experiences for all participants. Yet it can happen that you are not satisfied with our service and wish to make a complaint. We use the following procedure.

### **Article 1**

We take complaints about our work, staff and levels of service very seriously. A complaint cannot relate to our policy or vision.

### **Article 2**

If you have a complaint, it can be expressed verbally or in writing.

### **Oral**

When you express your complaint verbally by phone or in a personal interview, we will listen carefully to your complaint and look together for an appropriate solution and a proper settlement of the complaint.

### **Written**

When this is not sufficient for you, or if you prefer, you can make your complaint known in writing by letter or by email.

We will need:

- your full name and date of birth
- a clear, detailed description of what your complaint is about plus date
- copies of any letters or emails related to the complaint
- your email address or postal address (so we can reply)

Within one week you will receive a confirmation that we received your complaint and an explanation about the procedure.

Artisa's management will investigate the complaint, looking at whether your questions were answered, whether you suffered any injustice or hardship, and what remedy would be fair and proportionate in the circumstances. If desired, Artisa will invite you personally, to explain your complaint in more detail and you will receive a written decision within 4 weeks.

If we can't reply within this time, we will let you know and tell you when you can expect a reply. If the problem is still unresolved, you can make a formal complaint to our complaints commission.

**2.1** If the office is closed during holidays, which will be made clear via the website and e-mail responder, the handling of a complaint may take longer than described above.

### **Article 3**

If treatment of the oral or written complaint does not lead to a satisfactory solution according to the complainant, please notify us in writing and you can submit your complaint to an independent person. For Artisa this is Koen Biesemans, management consultant.

Within 3 weeks Koen Biesemans invites you and Artisa. He will listen to both parties. Within 6 weeks after the complaint has been filed the independent person will make a statement. The statement is binding on both parties.

### **Article 4**

All complaints are treated in the strictest confidentiality. In case it is necessary to request information from third parties we will ask permission in advance from the complainant. Complaints, the way they were handled and the results are recorded and kept for a period of one year.

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