

# Complaints and appeal procedure

**Kiwa N.V.**

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Customer friendliness is highly valued at Kiwa. Our employees make every effort to serve you as best as possible. If you believe that a Kiwa employee has not acted correctly towards you or a third party in relation to Kiwa, you can submit a complaint about this, preferably via the complaints form.

**Submitting your complaint**

- [Download the complaints form for Acrobat Reader \(pdf\)](#)

You can then fill in the form on your computer. Save the completed form and send it by email to:  
[klachtencoordinator@kiwa.nl](mailto:klachtencoordinator@kiwa.nl).

If you wish to submit your complaint in writing, please send a description of your complaint, the name of the relevant Kiwa company division, the relevant product or service and your personal details to:

**Kiwa N.V.**

Attn. Klachtencoördinator  
Postbus 70  
2280 AB Rijswijk (ZH)  
Nederland  
The Netherlands

**Complaint handling procedure**

After submitting your complaint, you will receive a confirmation of receipt. Your complaint will be handled by someone other than the person involved in the matter to which your complaint relates. Depending on the nature of the complaint, the person involved at Kiwa will be heard. We may contact you by telephone to determine whether an explanation from Kiwa can satisfactorily resolve the complaint.

You will have the opportunity to further explain your complaint. The information you provide will be treated by Kiwa in strict confidence. We aim to resolve complaints within 6 weeks. However, more complex complaints may require a longer processing time.

**Objection**

If you disagree with a substantive decision taken by Kiwa, for example the refusal to issue an (inspection) certificate or a positive statement, you can file an objection within 30 calendar days after the date of the decision. For this purpose, Kiwa applies the Kiwa Objection Procedure (Dutch: Kiwa Bezwaarprocedure).

**Procedure for ZBO**

If your complaint concerns activities carried out by Kiwa as an Independent Administrative Authority (Zelfstandig Bestuursorgaan, ZBO), Kiwa follows the complaints, objection and appeal procedures as laid down in the Dutch General Administrative Law Act (Algemene wet bestuursrecht, Awb). To submit a complaint, you can use the aforementioned complaints form and send it to Kiwa.